

HelpDesk:
ArmyIgnitED – Service Member

Click '?' at top-right of ArmyIgnitED homepage

Select appropriate category:

- FAQs
- Support Tickets
- Documents and Links

FAQs -> Type in description of what is being searched for

Support Tickets -> Select desired category:

- **Education Goal or Tuition Assistance**
- **Credentialing Assistance**
- **Personal Data**
- **Institutions**
- **Submit a Complaint Against an Institution**
- **Technical Issues**

Education Goal or Tuition Assistance:

- **'Submit Message'**
- Select the appropriate **'Category'**
- Type in the **'Subject'**
- Type in the **body of the message**
- **Upload Documents** (if applicable)
- **'Send'**

Credentialing Assistance:

- **'Submit Message'**
- **Category** -> pre-selected
- Type in the **'Subject'**
- Type in the **body of the message**
- **Upload Documents** (if applicable)
- **'Send'**

Personal Data:

- **'Submit Message'**
- **Category** -> pre-selected
- Type in the **'Subject'**
- Type in the **body of the message**
- **Upload Documents** (if applicable)
- **'Send'**



Institutions:

- Reach out **DIRECTLY** to Educational Institution



Submit a Complaint Against an Institution:

- **'Submit Complaint'**
- **AUTOMATICALLY** routed to **LEAVING ArmyIgnitED Portal**
- Proceed to **'DoD PostSecondary Education Complaint Intake'**
- **Complete process**





Technical Issues:

- **'Submit Ticket'**
- **Fill in ALL information:**
 - **Category**
 - **Sub-Category**
 - **Priority**
 - **Description**
 - **Attachments (if applicable)**
 - **'Submit'**

Viewing the 'HelpDesk Tickets':

- Go back to **'?'**
- Look at **'Support Tickets'** section -> view status of ticket

Viewing Messages from 'Support Tickets':

- Click **'Message'** icon on homepage of ArmyIgnitED
- View all messages
 - **Conversations**
 - **Sent**
- Click on desired message
- Identify if **'Flagged'** or **'Resolved'**
 -  -> **Flagged**
 -  -> **Resolved**
- **'Reply'** to message if needed