



GO ARMY ED

New Users

New users must create an account to use GoArmyEd. To request payment of Tuition Assistance (TA) benefits, Soldiers must do the following:

- 1) Go to **www.GoArmyEd.com** and create an account
- 2) Select the **“REQUEST TA ACCESS”** link
- 3) Complete the VIA survey

VIA is a data-driven tool that incorporates education history, interests and preferences, and future goals to assist Soldiers in selecting a career goal, degree to pursue, and school to attend.

Once VIA selections are approved by an Army Education Counselor, the Soldier is able to complete the Common Application, request TA, and enroll in classes.



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VIA

Requesting TA

Soldiers must submit a TA Request in GoArmyEd to receive TA benefits. All approved TA will be paid directly to the school by the Army upon successful class completion.

GoArmyEd will guide the enrollment process when Soldiers select the **“REQUEST TA”** link based on the school and degree selections.

TA Requests must be submitted and approved prior to the start date of the class. Detailed instructions on using the Course Planner and TA Request form can be found on the Reference Documents page.

eFile

Access your eFile tab from the **“MY EDUCATION RECORD”** link to upload saved documents (e.g., request TA cost verification, or Military Withdrawal documents).

Education Record

Soldiers can access their Education Record in GoArmyEd to help plan and manage their education journey. The Education Record contains account information, current degree and school selections, education history, and current classes, and much more.

How to Drop a Class

Soldiers must drop all classes through GoArmyEd before the class end date (EST):

- 1) Go to **www.GoArmyEd.com** and select the **“WITHDRAWAL FROM A CLASS”** Smart Link
- 2) Select a checkbox to choose the class
- 3) Select **“DROP SELECTED CLASS”**

Military/Personal Withdrawals

- Personal Drops: Soldiers must repay the TA amount.
- Military Withdrawals (MW): Soldiers must have the MW approved by the Army within 60 days of initiation of the withdrawal to prevent recoupment.



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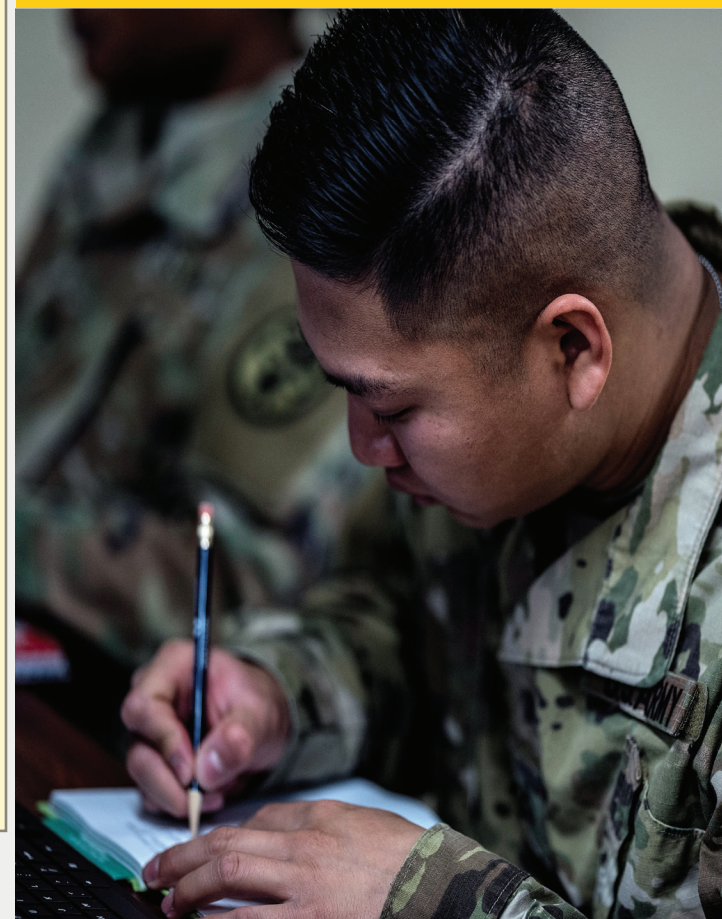
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GO ARMY ED

Your Guide to Army Tuition Assistance

Supporting Soldier Education



TA Recoupment

Soldiers may be responsible for repaying the Army for the cost of a class. Common reasons for recoupment of costs include:

- “C” grade or below in a graduate level course
- “D” grade or below in an undergraduate course
- An incomplete grade not resolved within 120 days
- A class drop for personal reasons
- A class that is not included in the Soldier’s degree plan

Note: See your signed TA Statement of Understanding (SOU) for detailed recoupment rules.

How to Resolve a Hold

A hold is applied to enforce Army TA Regulations. Holds are removed automatically when the issue is resolved.

For more information, go to the “**MY EDUCATION SECTION**” of your GoArmyEd homepage.

? How to Get Help

Contact an Army Education Counselor with non-technical, education-related inquiries.

Access the GoArmyEd Assistance Center by selecting the question mark icon at the top of any GoArmyEd page.

Access tutorials for step-by-step assistance using GoArmyEd by selecting the “**GOARMYED TUTORIALS**” Smart Link, then selecting “**VIEW REFERENCE DOCUMENTS.**”

Contact the GoArmyEd Helpdesk or open a Helpdesk case with technical questions from the Assistance Center. Select “**HELPDESK RESOURCES**” at the bottom of the page to create a case online or locate the Helpdesk phone numbers:

- **CONUS Helpdesk:** 1-800-817-9990
- **OCONUS Toll Free:** Log into GoArmyEd and select the question mark icon. Select “**GOARMYED HELPDESK PHONE NUMBERS**” link.

GoArmyEd is used by Active Army, National Guard, and Army Reserve Soldiers to request Army Tuition Assistance (TA) benefits and manage their education.



www.GoArmyEd.com