



CA-ArmyIgnited FAQs



FAQs – ArmyIgnited Account Creation

Sync Meeting FAQs-ArmyIgnitED Account Creation

1. Soldier creates an account in ArmyIgnitED and accidentally chooses the wrong authentication method, it will take him to where he has to create the account as a Vendor or Counselor. Is there a way to go back and undo all of this? If not, the Soldier has to use another e-mail address to create his ArmyIgnitED account. We saw this yesterday when a Soldier was creating his account. He could not go back to Student. Also, can you add “Soldier” or “Military” to the Government employee choice? Although Soldiers are government employees, the Soldier was looking for “Soldier” or “Military Personnel” to click when creating his account.

- If a Soldier chooses the wrong authentication type, they can change their authentication to CAC by going to login.gov directly to manage their account. They won't be able to navigate to the login.gov authentication management from ArmyIgnitED. We cannot add “Soldier” or “Military” to the login.gov account creation page, as this is the login.gov domain that we don't have the permissions to change.

2. When a Soldier creates a profile, it is not visible to Counselors until the next day. Please advise.

- Deloitte is aware of this issue and working on a long-term solution. Right now it takes up to 24 hours from the time of account creation until the Soldier's profile shows up in ArmyIgnitED.

Sync Meeting FAQs-ArmyIgnitED Account Creation cont.

3. Soldiers are not realizing when they sign the SOU. Is there a way to make it stand out that they're signing the SOU?

- It is a pop up right when they sign into ArmyIgnitED and they do have to click to acknowledge receipt of the SOU. At the present time, we will keep it as is, and revisit if necessary.

4. Many ESOs have asked if it's on the radar that there are problems creating accounts with Army internet. Some states still can't access ArmyIgnitED on a government computer while on VPN, as they seem to have a DISA block or NGB block.

- We are tracking and have provided the necessary paperwork to Ken Hardy in order to resolve this DISA block. This is based on the installations firewall issues.

5. What's the process for activating ArmyIgnitED counselor accounts or deactivating counselor accounts if a counselor leaves and is no longer part of ACES?

- The ESO/ESS should submit activation and deactivation requests for government and contract counselors to ACCESS through the COMPO HQ. ACCESS will develop a request form specific to ArmyIgnitED.

Sync Meeting FAQs-ArmyIgnitED Account Creation cont.

6. Will ArmyIgnitED also be used for DoD civilian training applications? If so, is that also projected for Feb 2021? We are working with our workforce development specialist and wanted to fill her in if and when the portal and process will be changing.

- Cadets, Civilians, and Apprentices will be integrated into ArmyIgnitED around the Feb 2021 timeframe.



FAQs – Soldier ArmyIgnitED Functionality

Sync Meeting FAQs-ArmyIgnitED Functionality (Soldier)

1. Is selecting a CA option (MOS or Civilian Occupation) still in ArmyIgnitED as a step for Soldiers when selecting a credential path?

- Yes, however now it will be listed as MOS or Other. The CA Other option allows the Soldier to select from any credential that is listed in Army COOL. However, the Soldier is required to do independent research to confirm they are eligible to pursue the credential.

2. Can Soldiers can have multiple pathways in ArmyIgnitED?

- Yes, there was a system update that allows Soldiers to now have multiple Credential Paths.

3. Soldiers are not seeing their cases in ArmyIgnitED after they have been created. What is the length of time for them to see the case?

- The Soldiers will see their case right away. Once logged in from the homepage, they would click “Credential Path” in the top right hand side and then click “My Credential Path” or they will see both current and previous CA Paths with CA Requests within their student profile page.

Sync Meeting FAQs-ArmyIgnitED Functionality (Soldier) cont.

4. Can Soldiers upload additional documentation after submitting requests?

- No, but that doesn't mean their request will be rejected. If ACCESS needs additional documentation, they will reach out to the Soldier via email to provide. We will have later functionality for users to upload documents to a document repository.

5. What are the pending stages of a CA request in ArmyIgnitED?

- The CA Request is in a "pending" status until the request has been paid by ACCESS and then moves to "in-progress" status. Once the Soldier completes the Credentialing Assistance request and uploads the proof of completion, it shifts to "pending" status. If ACCESS approves the request, then the request is marked a "complete." If the Soldier does not upload their proof of completion within 10 days, then the request's status shifts to "overdue."

6. How can Soldiers track their CA cases?

- Within ArmyIgnitED Soldiers select **My Credential Path** screen, find the Credentialing Assistance request within the Credential Path to check the status. Alternatively, Soldiers can view the status of their Credentialing Assistance request on their Soldier Profile. Additionally, Soldiers will also receive system generated emails when the request is approved and/or rejected.

Sync Meeting FAQs-ArmyIgnitED Functionality (Soldier) cont.

7. Can a Soldier withdraw from a CA Path?

- Yes, if the Soldier marks the path as “complete,” they can initiate another credential path for the same credential. For example, let's say I am a Soldier and I have completed my last exam for my AWS Specialty Credential Path and selected "Complete Path". A couple months go by, and I decide I want to take another AWS Specialty exam to advance my credential. At this point, the Soldier can initiate a new AWS Specialty Path. At this point, the Soldier will have a "Current" and a "Past" AWS Specialty Path.

8. How do Soldiers withdraw from a CA request?

- Soldiers will select the withdrawal link within their CA Request and either mark it as “personal” or “military.” The HTG is now posted within the Help Center to assist Soldiers/Counselors through this process.

9. So there is not a "drop" request option?

- It's not listed as “drop” but as “withdrawal” for the CA Request.

10. Will a Soldier's ArmyIgnitED account reflect recoupments?

- Yes, the account will reflect that a recoupment is due and to select their recoupment repayment plan. The system will also trigger a CA Recoupment Hold.



FAQs – Counselor ArmyIgnitED Functionality

Sync Meeting FAQs-ArmyIgnitED Functionality (Counselor)

1. We have a Soldier that applied for CA in ArmyIgnitED, following all of the steps, but we cannot see the Soldier's application. We can see his account. Please advise.

- Right now newly activated Soldier accounts don't show up in the system until 24 hours. Deloitte is tracking this issue and working on a long-term solution. If after the 24 hours the account still does not appear, please let us know.

2. Can there be a direct link provided to access the help center within ArmyIgnitED instead of Counselors having to log into ArmyIgnitED every time they need to send Soldier account creation information?

- No, the only way to access the Help Center is to login to ArmyIgnitED and click the upper right hand corner drop down for the Help Center.

3. Will ETPs be through the system?

- ACCESS is reviewing to determine if there will be a CA ETP.

4. Do Counselors have to take any steps in the system before a Soldier can request CA?

- No. Soldiers have the option in ArmyIgnitED of contacting the education center before submitting a CA request but this is not required.

Meeting FAQs-ArmyIgnitED Functionality (Counselor) cont.

5. When will Counselors have the ability to submit CTS notes to ArmyIgnitED?
 - This functionality is being developed and likely will not be available until TA processing is integrated into ArmyIgnitED. Counselors should continue submitting CTS notes to GoArmyEd. There will be a data migration between GoArmyEd and ArmyIgnitED, timeframe TBD, at which point ArmyIgnitEd will become the only system of record.



FAQs – Training/Marketing/Reporting

SYNC Meeting FAQs-ArmyIgnitED Training/Marketing/Reporting

1. Did a blast go out to the Fort Campbell and Fort Knox Soldiers about ArmyIgnitED?

- ACCESS is not sending broadcast messaging through GoArmyEd. However, IBM is sending text messages to go-live sites starting at their designated timeframe.

2. Can we make our own Power Points for marketing or briefing?

- Counselors should use the integrated training modules to market or brief, as these have the most current information. The modules are updated frequently, so Counselors should check them every 2 weeks to make sure they are using the most current ones.

3. Will Counselors have a MOCK Soldier account access like in GAE?

- No, not at this time. We will see if this is an option for future development. The Soldier integrated training modules allow Counselors to see what an account looks like from a Soldier's perspective.

SYNC Meeting FAQs-ArmyIgnitED Training/Marketing/Reporting cont.

4. Will ArmyIgnitED become the system of record? Will GAE historical data be transferred over?

- ArmyIgnitED will be a system of record. There will be a data migration between GoArmyEd and ArmyIgnitED, the timeframe is TBD.

5. With more Ed Centers/states going live next week, will there be reporting available so we can track CA usage for our offices?

- ACCESS is currently working this item with Deloitte since reporting is not built into the system yet.

6. Is it possible to get an update on the training providers that have been on boarded in ArmyIgnitED before JBLM goes live on Monday? None of our local popular training providers were approved on the last updated list (we had a few that were pending). We reached out to them all again last week but haven't heard back with a status.

- Sophia continues to upload the latest list of approved vendors through GoArmyEd.