

# How to Request Army Credentialing Assistance on GoArmyEd.com

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goLEANSIXSIGMA.com

# STEP 1

## Login to **GoArmyEd.com**

**GO ARMY ED**

Log In Account ?

**User Name**

**Password**

Forgot Password/ User Name

**LOG IN**

Have a Common Access Card?  
Smart Card [Log In](#)

**Victory**  
Starts With Education

**Get Started** »

**for Soldiers**  
ACTIVE DUTY, NATIONAL GUARD, ARMY RESERVE »

**for Army Civilians**  
NON ACTIVE DUTY MILITARY »

**for Cadets**  
NON ACTIVE DUTY MILITARY »

# STEP 2

Under the **Helpdesk Cases** section, click on **“Need Assistance?”**

The screenshot shows the GoArmyEd user interface. At the top, there are navigation icons for home, help, and user profile. Below that is a 'SMARTLINKS' button and a '-18 SH Remaining' indicator. A banner for 'Balboa Bistro' is visible in the background. The main content area is divided into several sections:

- Smart Links:** A grid of buttons for 'Request TA...', 'Course Planner...', 'On-Duty Courses...', 'My Education Record', 'GoArmyEd Tutorials', 'Change Degree/School...', 'Withdraw from a Class...', 'Recoupment Information...', 'Student Agreement/Degree Progress Reports', and 'Other Links'.
- Message Center:** A list of messages including 'GoArmyEd Release Downtime - 23 June 2020, Tuesday, from 6:00 PM - 9:00 PM Eastern Time', 'GoArmyEd Graduates: Congratulations Graduates', and 'Updated Assistance Center'.
- Helpdesk Cases:** A section with a 'Display' dropdown set to 'Open + Pending Surveys' and 'Cases'. It states 'You have 1 open case.' Below this is a table of open cases.
- Training Resources:** A list of links for 'View GoArmyEd Introductory Slides', 'Launch Quick Start Training', 'View Reference Documents', and 'Test Schedule'.

The 'Open Cases' table has the following data:

Case ID	Date Opened	Case Subject	Last Updated	Last Updated Comments	Case Details	Request Case Status
4901754	06/07/2020	CSP Credentialing request	06/17/2020	Add Note: We apologize for the confusion, the...		<a href="#">Request Status</a>

Below the table, a pink box highlights the link 'Need Assistance?' with a pink arrow pointing to it from the left.

# STEP 3

Click on the **Helpdesk Resources** button

Search for answers and information on GoArmyEd related topics.

Search by Keyword  [SEARCH](#)

### Soldier Tuition Assistance (TA) Eligibility Policy

Effective 5 August 2018, the Secretary of the Army has eliminated the 1-year and 10-year tuition assistance (TA) eligibility waiting periods. For information regarding the new Soldier Tuition Assistance Policy, please review the Quick Reference Guide by selecting the link below. Tuition Assistance Eligibility Policy Need more help? Review the Quick Reference Guide: View and [...]

1844 0 0

Popular Topics	Top Rated Topics	Latest Topics
<a href="#">Soldier - How do I enroll in a class in GoArmyEd?</a> by GoArmyEd	<a href="#">Soldier - How do I print my Student Record?</a> by GoArmyEd	<a href="#">Soldier - How do I enroll in a class in GoArmyEd?</a> by GoArmyEd
<a href="#">Soldier - How do I change my home school or degree plan?</a> by GoArmyEd	<a href="#">Soldier/Army Civilian/DA Intern - How do I rate how my case was handled?</a> <a href="#">Soldier - How do I change my home school or degree plan?</a>	<a href="#">Soldier/Army Civilian/DA Intern - What do I do if my school is not listed in GoArmyEd?</a> by GoArmyEd
<a href="#">Soldier - How do I upload a Student Agreement/Official Degree Plan in Course Planner?</a> by GoArmyEd	<a href="#">Soldier - How do I view my grades?</a> by GoArmyEd	<a href="#">Soldier - What is the Army's Tuition Assistance (TA) Policy?</a> by GoArmyEd
<a href="#">Soldier - How do I print an approved TA Request Form?</a> by GoArmyEd	<a href="#">Soldier/Army Civilian/DA Intern - How do I upload a document in eFile?</a> by GoArmyEd	<a href="#">Soldier - Why am I on a Student Agreement hold and how do I remove it?</a> by GoArmyEd

Still need help? Visit the GoArmyEd Helpdesk Resources page to create a case. [Helpdesk Resources](#)

# STEP 4



## Select Create Helpdesk Case

SENSITIVE & FOR OFFICIAL USE ONLY

Helpdesk

Case Activity

Open Cases

Case ID	Date Opened	Case Subject	Last Updated	Case Details	Request Case Status
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Closed Cases

Case ID	Date Opened	Case Subject	Last Updated	Case Details
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Instructional Videos and Training Resources

- Soldiers
- Army Civilians

Other Training and Reference Guides

- Reference Documents (Training Materials)
- GoArmyEd Assistance Center
- Launch Pocket Reference Guide
- GoArmyEd FAQs
- General Technology Support

Helpdesk Contact Information

Education Centers  
Please contact your Army Education Counselor for questions relating to your education.

GoArmyEd Helpdesk Phone Numbers  
Monday through Friday: 7:00 a.m. to 7:00 p.m. Eastern Time  
Saturday and Sunday: Closed  
Federal Holidays: Closed

Create Helpdesk Case

Home  
Change Password  
Education Centers  
Account Information  
Technology Support  
Glossary of Acronyms  
GoArmyEd...

My Virtual Education Center  
Before You Enroll in a Course

Student Recognition  
Graduates  
Making the Grade  
Success Stories

Earn a Degree or Credential  
Change Degree Option  
Class Schedule  
College Success Resources  
Credentialing - COOL  
GED/High School Completion  
Online Training Resources  
Schools and Programs

Programs and Services  
Academic Testing  
Army Personnel Testing  
Education Counseling  
FAST  
GoArmyEd Course Evaluation Summaries  
JST Transcripts  
Kuder Interest Journey  
Multi-use Learning Facilities  
Program Communities

# STEP 5



## Click Proceed

SENSITIVE // FOR OFFICIAL USE ONLY

Helpdesk

Case Activity

Open Cases

Case ID	Date Opened	Case Subject	Last Updated	Case Details	Request Case Status

Closed Cases

Case ID	Date Opened	Case Subject	Last Updated	Case Details

Instructional Videos and Training Resources

- Soldiers
- Army Civilians

Other Training and Reference Guides

- Reference Documents (Training Materials)
- GoArmyEd Assistance Center
- Launch Pocket Reference Guide...
- GoArmyEd FAQs
- General Technology Support

Duplicate Case?

Please do not open a duplicate case if one already exists. Thank you.

Proceed Cancel

Create Helpdesk Case

Home

Change Password

Education Centers

Account Information

Technology Support

Glossary of Acronyms

GoArmyEd...

My Virtual Education Center

Before You Enroll in a Course

Student Recognition

Graduates

Making the Grade

Success Stories

Earn a Degree or Credential

Change Degree Option

Class Schedule

College Success Resources

Credentialing - COOL

GED/High School Completion

Online Training Resources

Schools and Programs

Programs and Services

Academic Testing

Army Personnel Testing

Education Counseling

FAST

GoArmyEd Course Evaluation Summaries

JST Transcripts

Kuder Interest Journey

Multi-use Learning Facilities

Program Communities

# STEP 6



## Click Close

SENSITIVE & FOR OFFICIAL USE ONLY

Helpdesk

Case Activity

Open Cases

Case ID	Date Opened	Case Subject	Last Updated	Case Details	Request Case Status

Closed Cases

Case ID	Date Opened	Case Subject	Last Updated

Instructional Videos and Training Resources

- Soldiers
- Army Civilians

Other Training and Reference Guides

- Reference Documents (Training Materials)
- GoArmyEd Assistance Center

All Personally Identifiable Information (PII) must be removed from case text and attachments prior to submission. PII is any unique identifier to an individual to include, but not limited to, social security number (SSN), date of birth, place of birth, mother's maiden name and medical records.

[Close](#)

Education Counselor for questions relating to your education.

Monday through Friday: 7:00 a.m. to 7:00 p.m. Eastern Standard Time  
Saturday and Sunday: Closed

Create Helpdesk Case

Home  
Change Password  
Education Centers  
Account Information  
Technology Support  
Glossary of Acronyms  
GoArmyEd...

My Virtual Education Center  
Before You Enroll in a Course

Student Recognition  
Graduates  
Making the Grade  
Success Stories

Earn a Degree or Credential  
Change Degree Option  
Class Schedule  
College Success Resources  
Credentialing - COOL  
GED/High School Completion  
Online Training Resources  
Schools and Programs

Programs and Services  
Academic Testing  
Army Personnel Testing  
Education Counseling  
FAST  
GoArmyEd Course Evaluation Summaries  
JST Transcripts  
Kuder Interest Journey  
Multi-use Learning Facilities  
Program Communities

# STEP 7



## Use drop-down menu to select Credentialing Request

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Create New Case for CW3 Emilio Balboa Natalio

View a list of [reference documents](#) to assist you with performing transactions using GoArmyEd.

**Basic Information**

Fields marked with an \* are required.

**Case User Contact Information**

\*Are you currently OCONUST:  Yes  No

Alternate Phone:

**Case General Information**

\*Please select your Case Type ✓

- Bill from School
- Class Not Listed in GoArmyEd Class Schedule
- Class Rejection
- Counseling Request
- Course Enrollment Override
- Course Planner Questions
- Credentialing Request**
- Dropping a Class
- Grade
- Graduation
- Hold Questions
- Military Education Transcript
- Military Withdrawal (WM) Questions
- Other
- Recoupment
- Requesting Tuition Assistance
- School Complaint
- School Not Listed in GoArmyEd
- School Support (Questions)
- TA GPA Hold Waiver
- Technical Issue
- Testing at Education Center
- Training/Using GoArmyEd
- VIA Issue

**Detailed Description of the Case**

\*Subject:

Please attach any relevant file

\*Description

[Home](#) [My Virtual Education Center](#) [Student Recognition](#) [Earn a Degree or Credential](#) [Programs and Services](#)

[Change Password](#) [Education Centers](#) [Before You Enroll in a Course](#) [Graduates](#) [Making the Grade](#) [Change Degree Option](#) [Academic Testing](#) [Army Personnel Testing](#)

# STEP 8

Save and fill out each spreadsheet, then upload and attach them to the Helpdesk Case

SENSITIVE // FOR OFFICIAL USE ONLY

Create New Case for CW3 Emilio Baller Netafo

View a list of reference documents to assist you with performing transactions using GoArmyEd.

**Basic Information**

[Redacted]

Fields marked with an \* are required.

**Case User Contact Information**

\*Are you currently OCONUS?  Yes  No

Alternate Phone:

**Case General Information**

\*Please select your Case Type:

Case Type Description	Reference Document	Help Tips	Instructional Video
Please download the attached Credential Plan, add all courses associated with desired credential to the credential plan.	N/A	N/A	N/A
Please digitally sign the attached Statement of Understanding and upload with your Credential Plan.		N/A	N/A
Please download the attached Credential Plan and complete. Once completed, upload to the helpdesk case.		N/A	N/A

**Detailed Description of the Problem:**

\*Subject:

Please attach any relevant file here  no file selected

\*Description

# VENDOR INFORMATION



- **Vendor Name:** The Ventus Network LLC, DBA GoLeanSixSigma.com
- **Vendor URL:** GoLeanSixSigma.com
- **Vendor Email:** contact@goleansixsigma.com
- **Vendor Phone Number:** 650-690-2515
- **Credential Names:** Lean Six Sigma Green Belt, Lean Six Sigma Black Belt
- **Course Format:** Online