

## HelpDesk Information Hub:

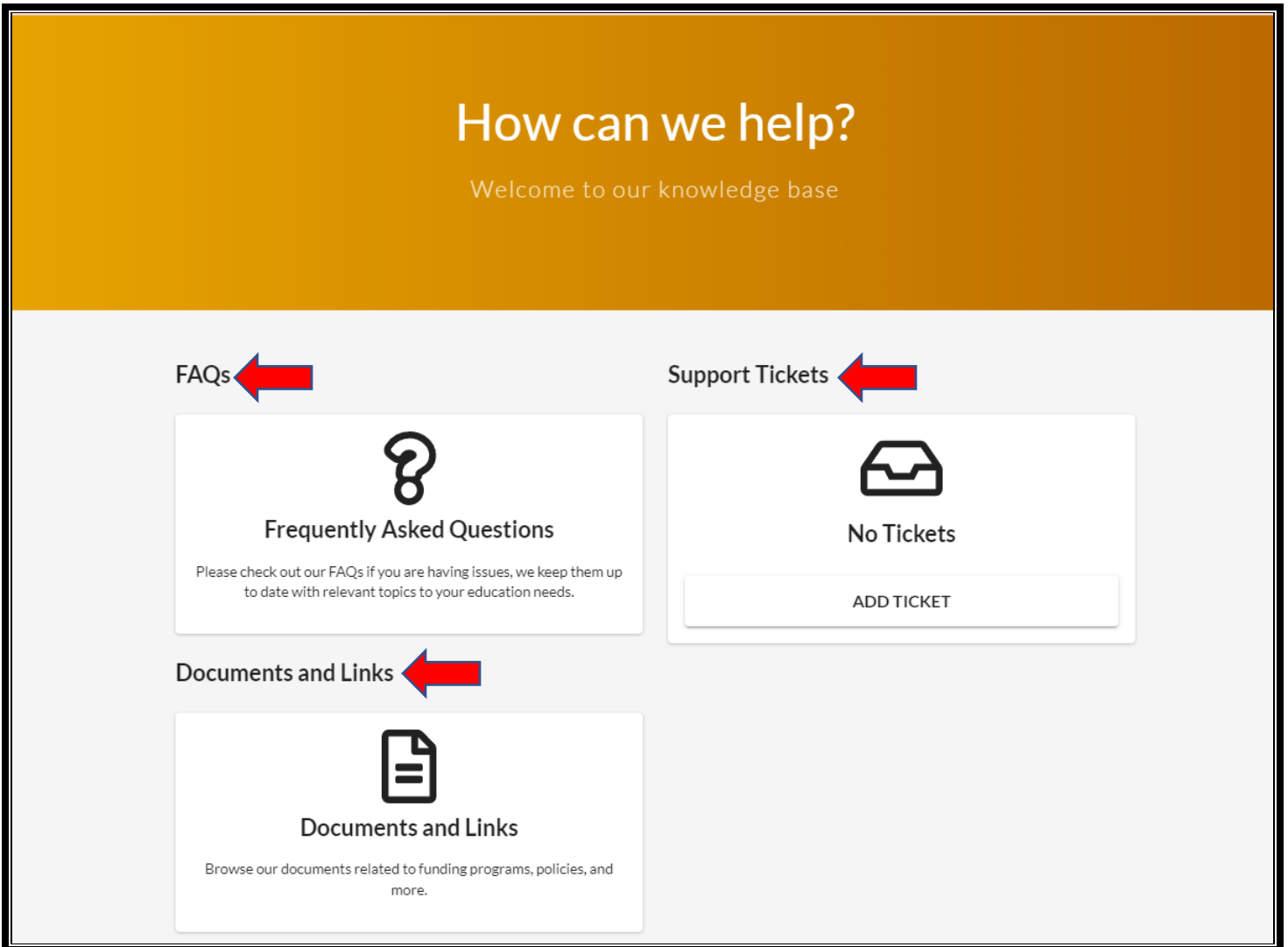
### ArmyIgnitED – Service Member

Click '?' at right side of screen:



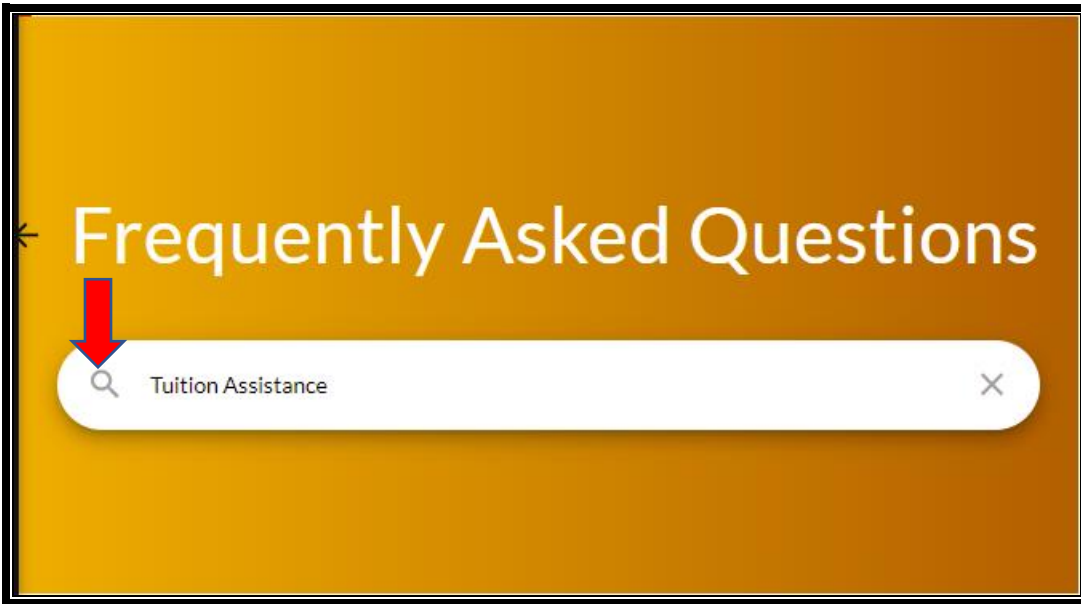
Select the appropriate area for which you require assistance:

**NOTE:** We keep them up to date with relevant topics related to your educational needs.



## FAQs:

- Type in the description for what you are searching:



## Support Tickets:

- Scroll through the different categories to ensure that your question / concern gets submitted in the correct category
  - Education Goal or Tuition Assistance Requests
  - Credentialing Assistance
  - Personal Data
  - Institutions
  - Submit a Complaint Against an Institution
  - Technical Issues

## Education Goal or Tuition Assistance Requests:

- Click '**Submit Message**':

← Help Ticket

Which area do you need assistance with?


**Education Goal or Tuition Assistance Requests**

Issues Related To

- Assistance creating a tuition assistance request
- Tuition assistance request information needs to change
- Grades are missing, overdue, or wrong
- I am receiving an error statement
- I have / need an extension for my course
- I need assistance clearing a system warning
- Issues regarding the evaluated degree plan
- Need to drop a course
- Problems creating a goal
- Questions concerning my credit caps
- Questions concerning my GPA
- Recoupment or refund questions
- Want to change academic institutions or major

You will need to contact your education center for assistance. Their contact information is below.

USAG Hawaii Hub/Schofield Barracks Education Center Education Center  
DSN: 314-632-5440  
Commercial Phone: 011390434305440  
Email Address: user2692@email.net

**SUBMIT MESSAGE** 

Click **'Submit Message'** -> select the appropriate **'Category'** -> type the **'Subject'** -> type the message into the **body of the message** -> upload any documents (if applicable) -> click **'Send'**:

The screenshot shows a 'Create Message' dialog box. At the top, there is a 'Category' dropdown menu with 'Grades' selected. Below it is a 'Subject' field containing 'Missing Grades'. A rich text editor follows, with a toolbar showing bold, italic, underline, and paragraph options. The message body contains the text 'My grades are not reflected from my previous courses.' Below the editor is an 'Attachments' section with a 'CHOOSE FILE' button and a 'Drop files here' area. At the bottom left, there is a yellow 'SEND' button and a 'CLOSE' link. Red arrows point to the 'Category' dropdown, the 'Subject' field, the message body text, and the 'SEND' button.

## Credentialing Assistance:

- Click **'Submit Message'**:

The screenshot shows the content of a message titled 'Credentialing Assistance'. Under the heading 'Issues Related To', there are two columns of bullet points. The left column lists: 'Tuition assistance request information needs to change', 'Grades are missing, overdue, or wrong', 'Having problems with vendor or testing agency', 'I am receiving an error statement', 'I have / need an extension for my Exam', and 'My tuition assistance request is still pending approval'. The right column lists: 'Need assistance creating a tuition assistance request', 'Need assistance creating a goal', 'Questions concerning my available tuition cap', 'Recoupment or refund questions', 'The credential I want is not listed', and 'Want to change credential'. Below the text, there is a yellow 'SUBMIT MESSAGE' button. A red arrow points to this button.

Click **'Submit Message'** -> the **'Category'** is pre-selected -> type the **'Subject'** -> type the message into the **body of the message** -> upload any documents (if applicable) -> click **'Send'**:

**Create Message**

Category: Credentialing Assistance

Subject: Credentialing Briefing

I am interested in utilizing my CA. When is the next CA Briefing?

Attachments

CHOOSE FILE

Drop files here

SEND CLOSE

## Personal Data:

- Click **'Submit Message'**:

**Personal Data**

Issues Related To

- Acquisition information needs updating (civilians only)
- Activated end date needs updated
- ANG/Reserve on active duty orders
- Assigned installation needs updated
- Assigned unit needs updated
- Expiration Term of Service (ETS) needs updated
- DCPDS listed as unavailable
- I am receiving an error statement
- MII/PDS listed as unavailable
- Name Change
- Need assistance clearing a system warning message
- Need to change record type (military to civilian)
- Rank/Grade needs updating
- Record shows you have a UIF/Referral OPR/EPR (military only)
- Your record status needs to be updated

You will need to contact your education center for assistance. Their contact information is below.

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DSN: 314-632-5440  
Commercial Phone: 011390434305440  
Email Address: user2692@email.net

SUBMIT MESSAGE

Click **'Submit Message'** -> the **'Category'** is pre-selected -> type the **'Subject'** -> type the message into the **body of the message** -> upload any documents (if applicable) -> click **'Send'**:

The screenshot shows a 'Create Message' form with the following elements:

- Category:** A dropdown menu with 'Other' selected. A red arrow points to it.
- Subject:** A text field containing 'Name and Rank Update'. A red arrow points to it.
- Message Body:** A rich text editor with a toolbar (Bold, Italic, Underline, Paragraph, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Image) and a text area containing 'I need to update both my name and my rank. Please advise the process to complete this.' A red arrow points to the text.
- Attachments:** A section with a 'CHOOSE FILE' button and a large dashed box labeled 'Drop files here'.
- Buttons:** A yellow 'SEND' button and a 'CLOSE' button. A red arrow points to the 'SEND' button.

## Institutions:

- Reach out to your Educational Institution **directly** for **ANY** questions pertaining to the items listed below

The screenshot shows a page titled 'Institutions (colleges and universities)' with the following content:

**Issues Related To**

- Cannot find course listed & no way to proceed with tuition assistance request
- Cannot find degree program
- Cannot find the term dates needed
- Degree Completion
- How to combine funding sources for same course
- Need an evaluated degree plan
- Need to drop a course
- Need your grade reported
- Academic Institution not listed on website to choose
- Using alternate funding

For the above issues you will need to contact the academic institution. They have the ability and responsibility to provide a resolution for these areas. If they need assistance have them contact [aiportal@bamtech.net](mailto:aiportal@bamtech.net) for assistance using the site.

A red arrow points to the contact information at the bottom of the page.

## Technical Issues:

- Click '**Submit Ticket**':

### Technical issues using ArmyIgnitED site

Issues Related To

- Errors while processing information
- Problems signing forms or documents
- Pages or screens not loading or operating
- Errors sending system messages
- Errors accessing ArmyIgnitED areas

**SUBMIT TICKET** ←

Fill in the appropriate areas with the appropriate information:

- Category
- Sub-Category
- Priority
- Description
- Attachments (if applicable)

Click '**Submit**':

### ← Add Ticket

Category\* ←  
Received System Error

Sub-Category\* ←  
Downloading Documents

Priority\* ←  
Normal - Bug/Error Message

Description\* ←  
Documents won't upload

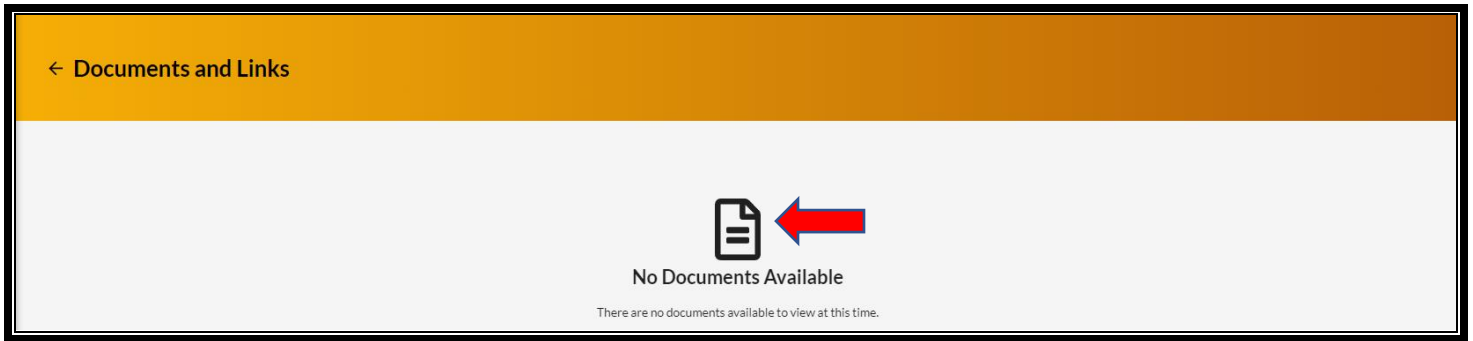
Attachments ←  
↑ CHOOSE FILE

Drop files here

**SUBMIT TICKET** ←

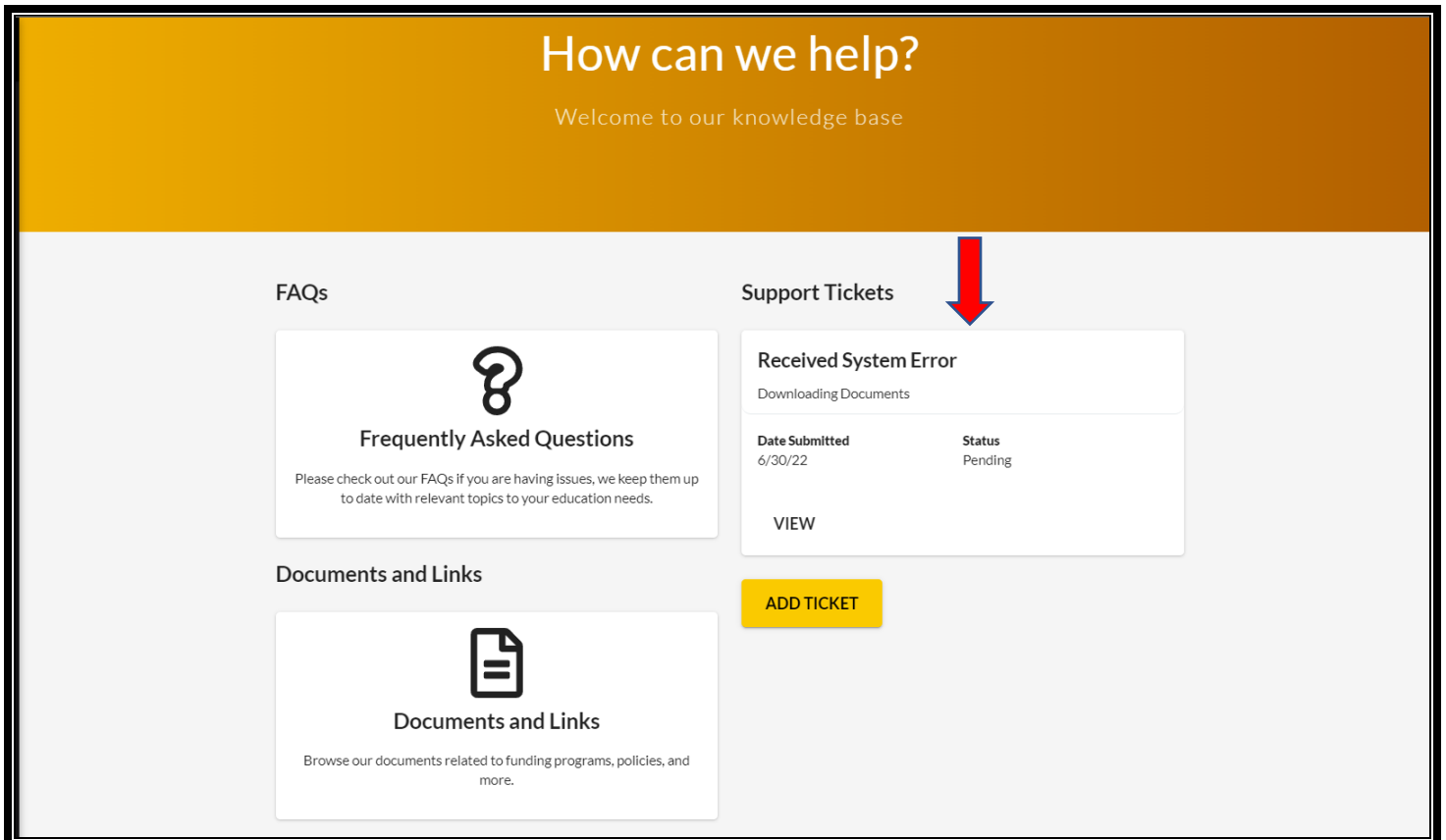
## Documents and Links:

(At the time of this tutorial, no documents or links have been uploaded)



## Viewing 'HelpDesk Tickets':

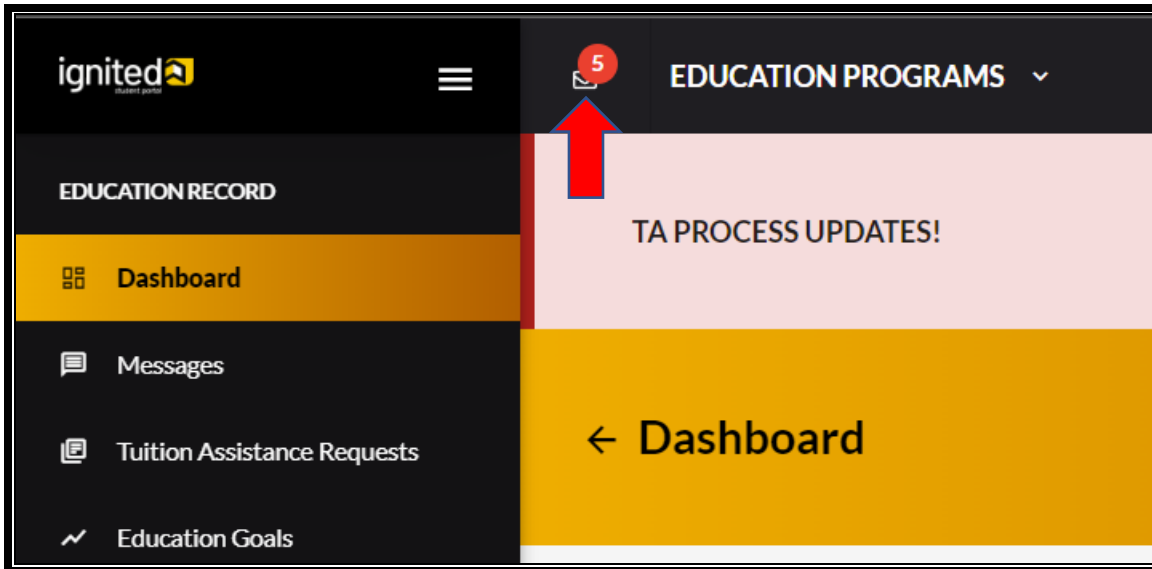
- Going back to the main 'HelpDesk' section, if a 'Support Ticket' was submitted, the 'ticket' will reflect:
  - This is where you would check the **status** of your 'Support Ticket'





## Viewing messages from 'Support Tickets':

Click on 'message' icon:



Note the messages which have been read and not read from the **yellow bar** to the left of the message. When opening the messages icon, it will automatically populate by 'Conversations'. To view 'Sent' messages, click 'Sent':

The screenshot shows a mobile application interface for an inbox. At the top, there is a header with a back arrow and the text "My Inbox". Below the header, there is a filter section with a dropdown menu labeled "Select Category" currently set to "All". To the right of the dropdown is a checkbox labeled "Has Suspense Date". Below the filter section, there are two tabs: "Conversations" and "Sent". The "Conversations" tab is selected, indicated by a yellow underline. A vertical yellow bar is positioned to the left of the message list, with a red arrow pointing to it from the left. The message list contains several entries, each with a subject line, a date, and a status icon (checkmark or exclamation mark). The messages are as follows:

Subject	Date	Status
Jenkins, Randie Name and Rank Update	Thu 06/30/2022	✓
Jenkins, Randie Credentialing Briefing	Thu 06/30/2022	
Jenkins, Randie Missing Grades	Thu 06/30/2022	!
Jenkins, Randie Army Tuition Assistance Approved	Mon 06/13/2022	
Jenkins, Randie Education Goal Marked Obsolete	Mon 06/13/2022	
Jenkins, Randie Education Goal Approved	Fri 06/10/2022	
Jenkins, Randie Education Counseling Request	Fri 06/10/2022	✓
Jenkins, Randie Education Goal Approved	Mon 06/06/2022	

Viewing 'Sent' messages:

← My Inbox

Select Category  
All  Has Suspense Date

Conversations **Sent**

Jenkins, Randie Name and Rank Update	Thu 06/30/2022
Jenkins, Randie Credentialing Briefing	Thu 06/30/2022
Jenkins, Randie Missing Grades	Thu 06/30/2022
Jenkins, Randie Education Counseling Request	Fri 06/10/2022

4 total

Click on message (under the 'Conversations' tab) to read the Education Counselor's response to your 'Support Ticket':

The screenshot shows a support ticket interface. At the top, there is a 'Select Category' dropdown set to 'All' and a checkbox for 'Has Suspense Date'. Below this are two tabs: 'Conversations' (selected) and 'Sent'. The 'Conversations' list on the left includes several messages from 'Jenkins, Randie' with dates and status icons: a blue bar with a checkmark, a standard message, a message with a yellow flag icon, and a message with a date of Mon 06/13/2022. The detailed view on the right shows the selected message 'Name and Rank Update' with a category of 'Other'. It contains two messages from 'Jenkins, Randie' to 'ArmyIgnitED Support', both dated 06/30/2022. The first message asks for documentation, and the second asks for advice on the update process. A red arrow points to the first message in the list, and another red arrow points to the first message in the detailed view.

### NOTE THE FOLLOWING:

- ✓ = the reply from the Education Counselor has **'RESOLVED'** this 'Support Ticket' and **NO** replies are allowed
- ! = the reply from the Education Counselor has placed a **'FLAGGED'** notification on the message and replies are allowed

The screenshot shows a support ticket interface. At the top, there is a 'Select Category' dropdown set to 'All' and a checkbox for 'Has Suspense Date'. Below this are two tabs: 'Conversations' (selected) and 'Sent'. The 'Conversations' list on the left includes several messages from 'Jenkins, Randie' with dates and status icons: a message with a checkmark, a message with a date of Thu 06/30/2022, a blue bar with a yellow flag icon, a message with a date of Mon 06/13/2022, a message with a date of Mon 06/13/2022, a message with a date of Fri 06/10/2022, and a message with a date of Fri 06/10/2022 and a checkmark. The detailed view on the right shows the selected message 'Missing Grades' with a category of 'Grades'. It contains two messages from 'Jenkins, Randie' to 'ArmyIgnitED Support', both dated 06/30/2022. The first message asks for documentation, and the second lists steps to take. A red arrow points to the message with the yellow flag icon in the list, and another red arrow points to the 'REPLY' button in the detailed view.