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’:
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’:

**Credentialing Assistance:**

- Click ‘Submit Message’:

**Credentialing Assistance**

Issues Related To

- 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
- My tuition assistance request is still pending approval
- 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
- Want to change credential

You will need to contact the Credentialing Assistance office for assistance, via ArmysIgnite messaging.

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’:

Personal Data:

- Click ‘Submit Message’:

USAG Hawaii Hub/Schofield Barracks Education Center Education Center
DSN: 314-632-3440
Commercial Phone: 808-965-3440
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’:

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

Institutions (colleges and universities)

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 alportal@bentech.net for assistance using the site.
Technical Issues:

- Click ‘Submit Ticket’:

  Fill in the appropriate areas with the appropriate information:

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

Click ‘Submit’:
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’.
Viewing ‘Sent’ messages:

- Jenkins, Randle
  - Name and Rank Update
  - Credentialing Briefing
  - Missing Grades
- Jenkins, Randle
  - Education Counseling Request

4 total
Click on message (under the ‘Conversations’ tab) to read the Education Counselor’s response to your ‘Support Ticket’:

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