



## Part I-Getting Started

### Primary Point of Contact (POC) - Creating a Non-Letter of Instruction (Non-LOI) School GoArmyEd Account

**What is GoArmyEd?** GoArmyEd ([www.goarmyed.com](http://www.goarmyed.com)) is the one-stop location for managing school education and obtaining Tuition Assistance (TA) benefits for Soldiers in the Active Army, National Guard, Army Reserve, and Department of the Army Civilians. TA is a benefit for voluntary, off-duty education programs in support of Soldiers' professional and personal self-development goals. GoArmyEd is used by Army Civilians to request Training Applications and Standard Form (SF) 182s for all professional development.

The Department of Defense (DoD) has directed a uniform TA fiscal policy across the military Services, but does allow the Services to establish Service specific eligibility and use requirements. Soldiers are subject to an established DoD cap. The Army will pay 100 percent of tuition up to the established semester hour cap.

When using GoArmyEd, a Soldier can:

- Request TA 24 hours a day, seven days a week from LOI and Non-LOI schools
- Research schools and degree plans and assess his or her readiness for higher education
- Access online advising tools that help Soldiers select classes to advance their progress toward a degree
- Cancel TA requests when he or she drops or withdraws from a class and no longer plans to use the TA
- Access an electronic version of his or her Student Record
- View class grades that schools have posted directly to online Student Records
- Call or submit cases to the GoArmyEd Helpdesk whenever support is needed
- [Access the GoArmyEd Assistance Center anytime, whenever support is needed](#)

#### **What is the difference between an LOI and a Non-LOI school in GoArmyEd?**

The Army Continuing Education System (ACES) successfully encouraged many schools that historically had provided classes to Soldiers to sign a Letter of Instruction (LOI) to participate in automated GoArmyEd processes. Currently, ACES and the Servicemembers Opportunity Colleges (SOC) coordinate education opportunities with more than 140 schools that have signed an LOI with the Army.

Schools that sign an LOI agree to:

- Develop interface files with GoArmyEd through Secure File Transfer Protocol (SFTP) and use the interfaces to upload and maintain their schedules of classes, which are searchable by Soldiers through GoArmyEd;
- Process all class registrations and drops through a nightly file sent through GoArmyEd;
- Process Soldier grades and TA invoices through the GoArmyEd website or through the interface file; and
- Work with SOC to set up electronic degree plan templates with GoArmyEd that help to advise Soldiers on which classes they need to take to advance them toward their chosen degrees.

The term Non-LOI school is used throughout this document and GoArmyEd to refer to accredited, postsecondary education schools that have not signed an LOI with the Army to integrate their schedule of classes and class registration processes with GoArmyEd.

Non-LOI schools only need a Web-based GoArmyEd account to:

- Enter Uniform Tuition Rates
- Set-up School Residency information for in-state/out-of-state Soldiers (requires Headquarters (HQ ACES) approval)
- Upload Courses and Classes to allow Soldiers to search for courses in GoArmyEd (requires HQ ACES approval)
- Process TA invoices for Soldiers using TA at their school
- Record Soldiers' grades



- Reject Request TA forms in Pending or Approved status

The process for becoming a Non-LOI school can be completed in as little as thirty minutes after a GoArmyEd Primary Point of Contact (POC) has been identified for your school, per the instructions provided in this training document.

### **Can my school become an LOI school?**

The Army continues to accept applications each year from schools that wish to become LOI schools. If your school is interested in learning more about the process, please visit the ACES Website at <https://www.hrc.army.mil/TAGD/Instructions%20for%20Schools%20to%20Participate%20in%20GoArmyEd>.

### **Should my school become an LOI school?**

Typically schools that do a high volume of Soldier TA transactions each year find the investment of developing interface files with GoArmyEd to be beneficial. For schools that have low Soldier TA transaction volumes each year, building and maintaining interfaces with GoArmyEd and maintaining a schedule of classes on GoArmyEd generally is not economical for either the school or the Army. The Non-LOI TA request process was designed specifically for low enrollment volume schools to do business with the Army electronically. Non-LOI schools will need to identify at least one Primary Point POC who will be required to have a GoArmyEd password-protected user account to be eligible to receive TA from Soldiers. The account will enable Non-LOI schools to process invoices, record grades, review TA Request forms and report graduations through GoArmyEd.

### **Why does a school need to be either an LOI or Non-LOI school?**

Soldiers will only be able use TA benefits at schools that have either signed an LOI with the Army or that have completed the online account set-up process to become a Non-LOI school.

### **Getting started with a Non-LOI school account in GoArmyEd:**

Soldiers will not be able to request TA at your school until your school has identified its Primary POC and completed the Primary POC account set-up in GoArmyEd.

The first critical steps required by a Non-LOI school Primary POC are the following:

- Use GoArmyEd at [www.goarmyed.com](http://www.goarmyed.com) to identify who your school's Primary POC will be;
- Receive a temporary Primary POC user name and password from GoArmyEd after the Primary POC has been validated by a member of the ACES school set-up team;
- Change the temporary Primary POC password to a secure password;
- Provide three password re-set hints;
- Accept terms and conditions for using GoArmyEd;
- Validate personal profile data;
- Validate and update school profile data;
- Provide at least one Invoice Administrator for the school who will be responsible for using GoArmyEd to submit electronic invoices to the Army each quarter for TA used at your school;
- Provide at least one Course Administrator for the school who will be responsible for using GoArmyEd to submit final grades for TA-funded classes at your school; and
- Provide at least one and no more than three Government Purchase Card (GPC) points of contact from your school that will be sent electronic messages from GoArmyEd when TA invoices are approved by the Army. This action will enable your school to receive electronic payment from the Army.
- Provide a school representative to serve as the active Joint Services Transcript (JST) POC who will receive email notification that JST transcripts are available for Soldiers attending their school. This school representative must have an active GoArmyEd and JST account.

When the required set-up tasks are completed, all authorized Non-LOI school users will have the following capabilities:

- **Basic Non-LOI School Role:**



**General Information**

- Create and view their own helpdesk cases
- View student records at their own schools
- View communications and announcements from the Army
- View training documents about GoArmyEd and TA and
- Reject a Soldier's Tuition Assistance Request Form in GoArmyEd.

Additional rights will be granted to other authorized Non-LOI school users based on the user role:

● **Additional Non-LOI School Roles:**

- **Primary POC:** Will have access rights of the Basic Non-LOI School Role plus the ability to complete school account set-up, maintain school account set-up data, delegate the Primary POC role to another school employee, and provide user rights to other authorized employees at the school such as the Invoice Administrator, Course Administrator, and GPC POC roles. The Primary POC also will be the Army's contact for questions. There may be only one Primary POC per institution;
- **Alternate POC:** Acts as Primary POC in the absence of the Primary POC. He or she will have the Basic Non-LOI School Role, plus the ability to maintain school set-up data and provide user rights to others at the school. The Primary POC for the school may designate a maximum of two Alternate POCs. However, an Alternate POC is not required;
- **Invoice Administrator:** Will have the access rights of the Basic Non-LOI School Role, plus the ability to create an invoice, submit an invoice, and view invoice history on behalf of your school. The Primary POC for the school may designate as many Invoice Administrators as deemed necessary. The Primary POC may also assume the role of Invoice Administrator;
- **Course Administrator:** Will have the access rights of the Basic Non-LOI School Role plus the ability to post grades, uploaded courses/classes and report graduations for Soldiers attending your school. The Primary POC for the school may designate as many Course Administrators as deemed necessary. The Primary POC may also assume the role of Course Administrator; and
- **TA Government Purchase Card (GPC) POC:** Will have the access rights of the Basic Non-LOI School Role and will receive emails from GoArmyEd notifying him or her when an invoice has been approved by the Army. This email will include the amount that has been approved and instructions for accessing the credit card number the school will use to process electronic payment. The Primary POC for the school may designate a maximum of three GPC POC roles. The Primary POC may also assume one of the GPC POC roles.
- **HQDA G-3/5/7 GPC POC:** Will have the access rights of the Basic Non-LOI School Role and will receive emails from GoArmyEd notifying him or her when an invoice has been approved by the HQDA G-3/5/7, the amount that has been approved, and a credit card number the school will use to process electronic payment. The Primary POC for the school may designate a maximum of three HQDA G-3/5/7 GPC POC roles. The Primary POC may also assume one of the GPC POC roles.

This quick reference explains how to create a GoArmyEd account for Non-LOI schools. Select a topic to go directly to it. Frequently Asked Questions (FAQs) have been provided when applicable.

- [Creating a New Non-LOI School User GoArmyEd Account.....Page 4](#)

## Creating a New Non-LOI School User GoArmyEd Account

### FAQs:

#### What will happen if my school does not create a GoArmyEd account?

Soldiers will only be able to use Tuition Assistance (TA) benefits at accredited schools that have a user account in GoArmyEd.

#### My school has a signed Letter of Instruction (LOI) with the Army and already has an account in GoArmyEd. Do we need to create another account?

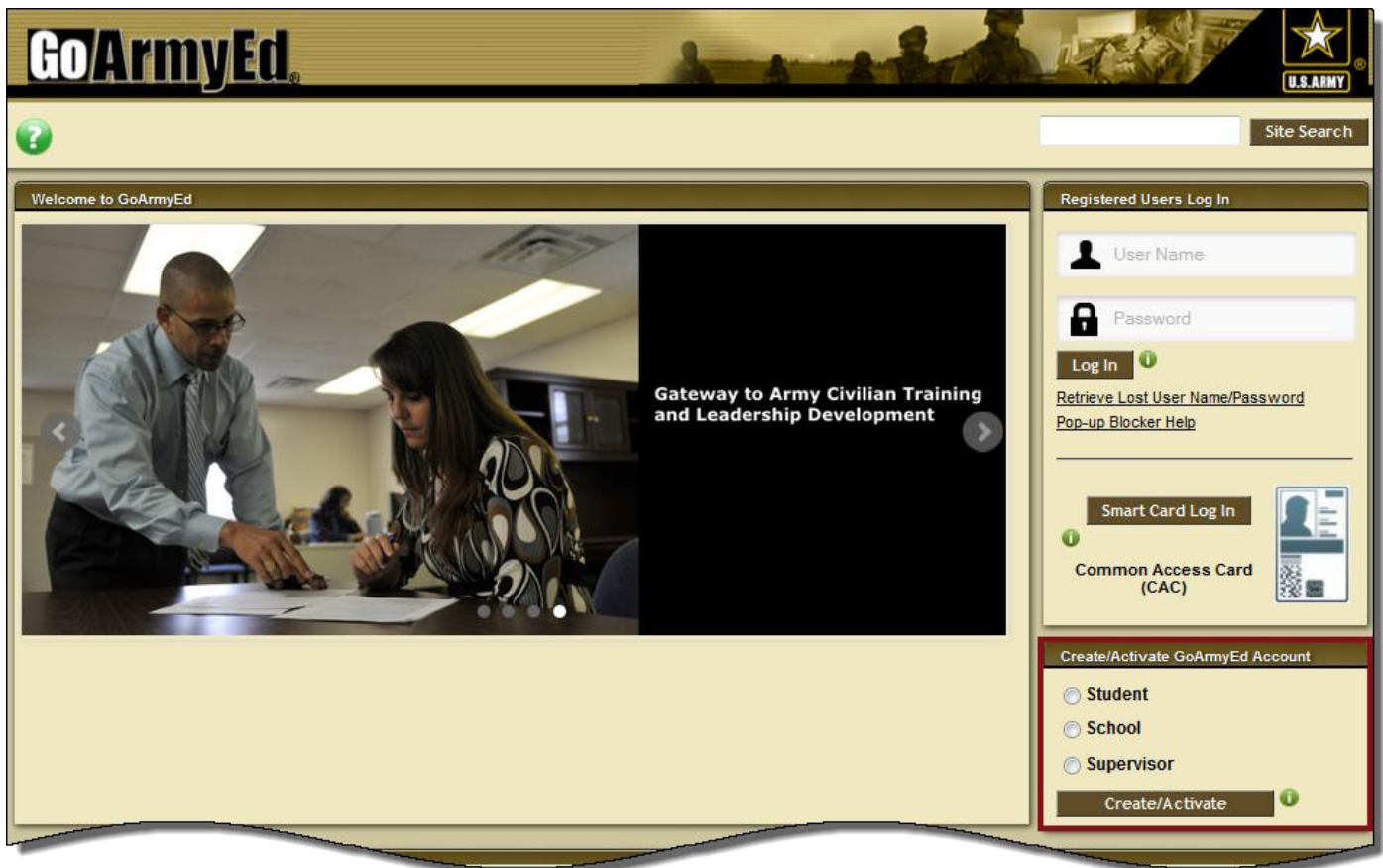
No. If your school already has an account in GoArmyEd as an LOI school, you need not take any action. Soldiers will continue to request TA at your school through the Class Schedule in GoArmyEd using the class data you submit. You will continue to process invoices and submit grades using your existing school accounts. If your school has an additional campus or program that operated outside your LOI agreement, you would need to create a Non-LOI school account using a different Office of Postsecondary Education Identifier (OPEID) code for Soldiers to use TA at that campus location or in that program.

#### If you have any technical issues with GoArmyEd, what should you do?

Contact a member of the account set-up team from ACES for further assistance, or create a helpdesk ticket by selecting the **Helpdesk** icon on the top of each GoArmyEd screen. **Note:** The GoArmyEd Helpdesk assists with log-in and technical set-up issues. The ACES set-up team supports process, policy, and procedural issues with your set-up.

Use the following steps to create a new school user GoArmyEd account.

- 1) Access GoArmyEd at [www.goarmyed.com](http://www.goarmyed.com) and select the **“School”** radio button located in the Create/Activate GoArmyEd Account section.





### Creating a New Non-LOI School User GoArmyEd Account

- 2) The **Create New School or Vendor User** screen appears. Read the information on the **Create New School or Vendor User** screen regarding school user accounts prior to initiating a request for an account.
- A school may designate up to one Primary POC per school OPEID code (the unique number assigned by the Department of Education to each school that has been approved to participate in federal student financial aid programs).

**Create New School or Vendor User**

All Soldiers may request Army Tuition Assistance (TA) benefits only at accredited schools that have an account in GoArmyEd. Army Civilian Employees will also use GoArmyEd to request Army-funded professional development courses at both accredited schools and non-accredited vendors. Please read the following information prior to requesting a school or vendor account:

- To get started, provide the school's Office of Postsecondary Education Identification (OPEID) code, a unique number assigned to schools by the Department of Education
- Schools that do not have an OPEID code should use the link below for instructions on how to initiate an account
- Schools may designate one primary Point of Contact (POC) per school OPEID code
- Schools that have multiple OPEID codes may request a primary POC account under one of the OPEID codes or set up a primary POC account under multiple OPEID codes, if operating as separate business entities for purposes of handling third party payments

NOTE: Schools that have a signed Letter of Instruction (LOI) with the Army already have a user account to GoArmyEd and do not need to request a new account unless the school has additional campuses or programs not under their current agreement.

Visit [Army Continuing Education System \(ACES\)](#) for frequently asked questions, instructions, updated announcements, and contact information.

OPEID Code:

**Submit**

[Department of Education Database for OPEID lookup](#)

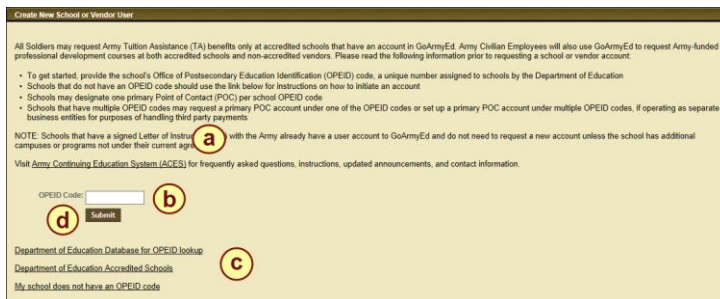
[Department of Education Accredited Schools](#)

[My school does not have an OPEID code](#)

A school with multiple OPEID codes may request a Primary POC account under one of the OPEID codes or it may set up a Primary POC account under multiple OPEID codes if it operates as separate business entities for purposes of handling third-party payments. Contact an ACES school set-up team specialist by sending an email to [usarmy.knox.hrc.mbx.tagd-aces@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces@mail.mil) if you need assistance in determining the best option for setting up your account.

**Reminder:** Schools that previously signed an LOI with the Army already have a GoArmyEd user account and need not request a new Primary POC account unless the school has additional campuses or programs not under the current LOI agreement.

- a) Select the **“Army Continuing Education System (ACES)”** link to view frequently asked questions, additional instructions, announcements, and contact information.
  - b) Enter your school's OPEID code in the **“OPEID Code”** field. **Note:** The eight-digit OPEID is the code assigned to your school by the U.S. Department of Education for financial aid purposes.
- OR
- c) If you do not know your school's OPEID - Select the **“Department of Education Database for OPEID lookup”** link or **“Department of Education Accredited Schools”** link to search for your school OPEID code.
  - d) Select the **“Submit”** button to proceed.



## Creating a New Non-LOI School User GoArmyEd Account

**Note:** If an OPEID Code entered is not found in GoArmyEd, a message appears which displays the three possible reasons you cannot proceed.

1. A Primary Point of Contact has already been submitted for this OPEID.
2. The OPEID code entered is not found in GoArmyEd.
3. Your school is not recognized by the US Department of Education as being nationally or regionally accredited.

**FAQs:**

**What if your school does not have an OPEID code?**  
 Select the **“My school does not have an OPEID code”** link.

**Create New School or Vendor User**

All Soldiers may request Army Tuition Assistance (TA) benefits only at acc... professional development courses at both accredited schools and non-acc...

- To get started, provide the school's Office of Postsecondary Education
- Schools that do not have an OPEID code should use the link below.
- Schools may designate one primary Point of Contact (POC) per school.
- Schools that have multiple OPEID codes may request a primary POC for each business entities for purposes of handling third party payments

NOTE: Schools that have a signed Letter of Instruction (LOI) with the... campuses or programs not under their current agreement.

Visit [Army Continuing Education System \(ACES\)](#) for frequently asked qu...

OPEID Code:

[Department of Education Database for OPEID lookup](#)

[Department of Education Accredited Schools](#)

[My school does not have an OPEID code](#)

On the next screen:

- Select the **“Create HQ ACES Case”** button to send a case to HQ ACES for all questions regarding Soldier TA benefits.
- Select the **“Create HQDA G3/5/7 Case”** button to send a case to HQDA G-3/5/7 for all questions regarding all questions regarding Army-funded, Army Civilian professional development courses.

**OPEID Code Error**

Schools or vendors that do not have an Office of Postsecondary Education Identification (OPEID) code or that need help with this process, please create a GoArmyEd helpdesk case for additional support.

- Headquarters Army Continuing Education System (HQ ACES) handles all questions regarding Soldier Tuition Assistance Benefits
- Headquarters G-3/5/7 (HQDA G-3/5/7) handles all questions regarding Army-funded, Army Civilian professional development courses

**Note:** For Soldier TA benefits, only accredited schools in the United States or U.S. territories are authorized to receive Non-LOI school accounts in GoArmyEd.

**What if a Primary POC already is created for an OPEID code at my school?**

A school can have only one Primary POC per OPEID code. If you believe the POC designated for the OPEID code you are trying to use is not correct, email [usarmy.knox.hrc.mbx.tagd-aces@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces@mail.mil) to ensure the right POC is recorded in GoArmyEd.

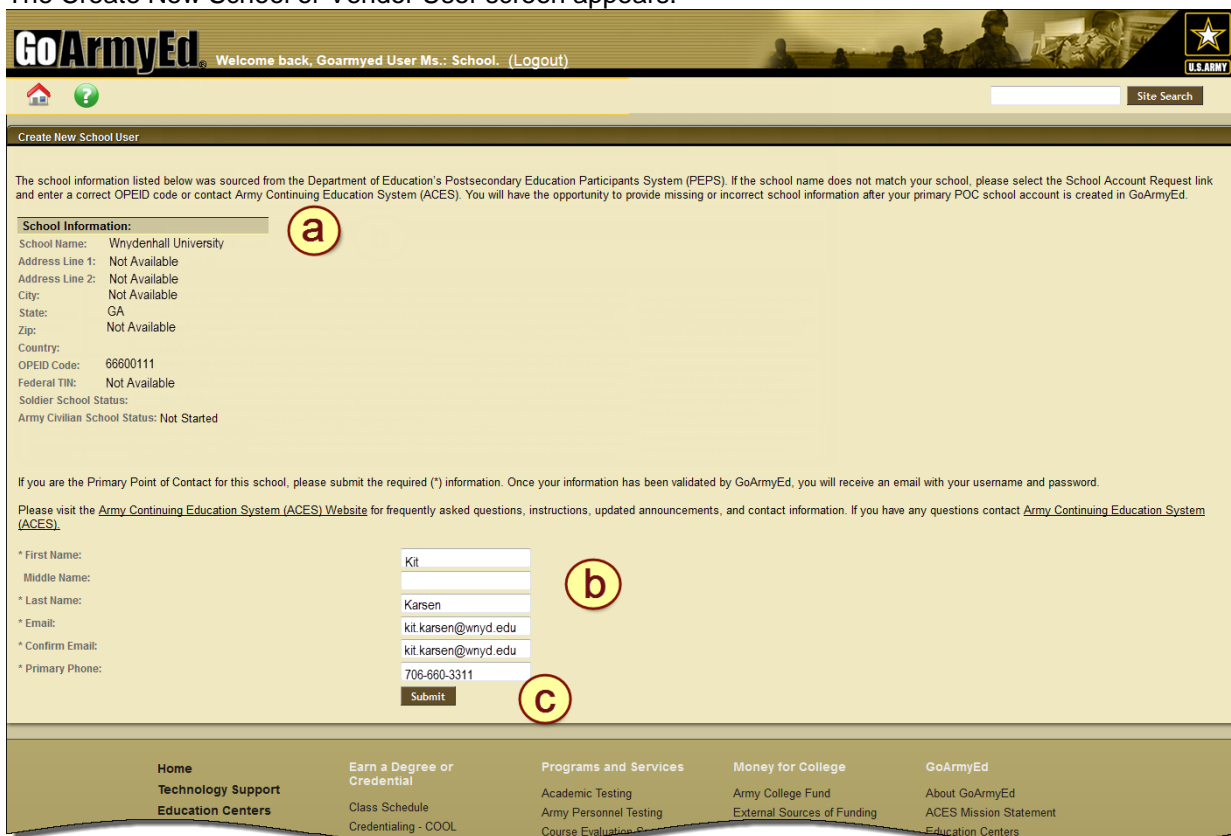
**There are multiple OPEID codes listed for my school. Which do I use?**

The Department of Education creates a main campus OPEID code that ends in 00. For each additional campus the last two digits of the OPEID code will change (e.g., 01, 02, 03.) If your school handles its business functions centrally

### Creating a New Non-LOI School User GoArmyEd Account

for all campus locations, you only need to designate one Primary POC using the main campus OPEID code. If your school operates as separate business entities for each campus, each campus should designate its own Primary POC so Soldiers will be able to choose the correct campus when requesting TA from the Army and the POCs appear on the correct campus invoice in GoArmyEd. If you have multiple OPEID codes and plan to use one code for one *group* of campus locations and a different code for another *group* of campus locations, email [usarmy.knox.hrc.mbx.tagd-aces@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces@mail.mil) for further assistance.

3) The Create New School or Vendor User screen appears.



a) The information in the School Information section is sourced from the Department of Education’s Postsecondary Education Participants System (PEPS). You will have the opportunity to provide missing information or update information after your GoArmyEd account is created.

**IMPORTANT:** If the school name does not match your school, please select the “**School Account Request**” link and enter the correct OPEID code. If your OPEID code does not appear, contact ACES.

- b) If you are the Primary POC for this school, please enter the required information in the following fields:
- First Name
  - Last Name
  - Email
  - Confirm Email
  - Primary Phone

c) Select the “**Submit**” button.

**FAQ:**

**I accidentally set up a POC for the wrong OPEID code. What should I do?**  
 Email [usarmy.knox.hrc.mbx.tagd-aces@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces@mail.mil) for further assistance.

## Creating a New Non-LOI School User GoArmyEd Account

- 4) A Confirmation screen appears stating your school's Primary POC information was successfully submitted.

**Confirmation**

Your school's primary POC information was successfully submitted to the Army for review and validation.

Please note the Army must authenticate and approve you as the primary POC before you receive a system generated username and password to GoArmyEd. This validation process may take up to ten business days to complete. You may receive an email and/or phone call from an Army Continuing Education System (ACES) representative as part of the validation process.

After being approved by the Army, you will receive a system-generated email with log-in instructions and be required to complete a brief, electronic school account set-up process. Once the set-up process is completed, Active Duty and Army Reserve Soldiers will be eligible to use TA at your school and your school will be able to process all TA invoices through GoArmyEd.

Please visit the [Army Continuing Education System \(ACES\) Website](#) for frequently asked questions, instructions, updated announcements, and contact information. If you have any questions contact [Army Continuing Education System \(ACES\)](#).

### What happens now?

- The Army now must authenticate and approve you as a Primary POC. This process may take up to 10 business days to complete and you or an official at your school may receive an email or phone call from an ACES representative as part of the validation process.
- When approved, you will receive an email with a user name and temporary password that allows you to access GoArmyEd and you will be required to do the following:
  - Change the temporary password to a secure password
  - Provide three password re-set hints
  - Accept terms and conditions for using GoArmyEd
  - Validate personal profile data
  - Validate and update school profile data
  - Provide at least one Invoice Administrator for the school
  - Provide at least one Course Administrator for the school and
  - Provide up at least one and no more than three Government Purchase Card (GPC) points of contact.

**Accessing Your GoArmyEd Homepage:** After receiving your user name and password, visit the ACES Web site at <https://www.hrc.army.mil/TAGD/Instructions%20for%20Schools%20to%20Participate%20in%20GoArmyEd> to access the Quick Reference Document titled Part II-Getting Started–Primary Point of Contact (POC) *First Time Access to Your Non-Letter of Instruction (Non-LOI) School GoArmyEd Homepage* for further instructions on how to complete your school's five-step GoArmyEd account set-up process.

