



Part I-Getting Started

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

General Information

What is GoArmyEd? GoArmyEd (www.goarmyed.com) is the one-stop location for managing school education and obtaining Tuition Assistance (TA) benefits used by all Active Army and Army Reserve Soldiers¹, including Active Guard Reserve (AGR). TA is a benefit for voluntary, off-duty education programs in support of Soldiers' professional and personal self-development goals.

The Department of Defense (DoD) has directed a uniform TA fiscal policy across the military services. Currently, the established semester-hour cap is \$250 and each Soldier has an annual ceiling of \$4,500. The Army will pay 100 percent of the tuition and authorized fees charged by a school up to the established semester-hour cap and annual ceiling.

GoArmyEd enables Soldiers to manage their TA benefits and educational goals online through convenient self-service features. Soldiers enrolling in postsecondary classes are responsible for understanding and adhering to Army TA policies when using government dollars for their classes. They are required to return a signed TA Statement of Understanding (SOU) to their Army Education Centers each year to verify that they understand their responsibilities. Soldiers must have an active GoArmyEd account before using TA.

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; and
- Call or submit cases to the GoArmyEd Helpdesk 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 colleges 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 colleges 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 Web site 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.

¹ Army Reserve Soldiers used a separate process for requesting TA and the Army Reserve used a paper process for receiving school invoices for TA. Army Reserve Soldiers begin requesting TA through GoArmyEd effective 1 December 2009 for all TA-funded classes that started on or after 1 January 2010. Invoices for classes starting on or after 1 January 2010 will be processed through GoArmyEd by all schools for Active Duty and Army Reserve Soldiers.

General Information

The term Non-LOI school is used throughout this document and the GoArmyEd portal to refer to accredited, postsecondary education schools that have not signed an LOI with the Army to integrate their schedule of classes and course registration processes with GoArmyEd. Non-LOI schools only need a Web-based GoArmyEd account to process TA invoices for Soldiers using TA at their school and to record Soldiers' grades for TA-funded classes. 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 Web site at https://www.hrc.army.mil/SITE/Education/GoArmyEd_School_Instructions.html.

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 the GoArmyEd portal 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 and grades 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 the GoArmyEd Portal at 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 course grades for TA-funded courses at your school; and
- Provide at least one and no more than three Government Purchase Card (GPC) points of contact from your school who 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.

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

- **Basic Non-LOI School Role:**
 - Create and view their own helpdesk cases;



General Information

- 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 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
- **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, 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 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

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

FAQs:

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

Effective 1 October 2009, Active Duty Soldiers will not be able to use TA benefits at your school.

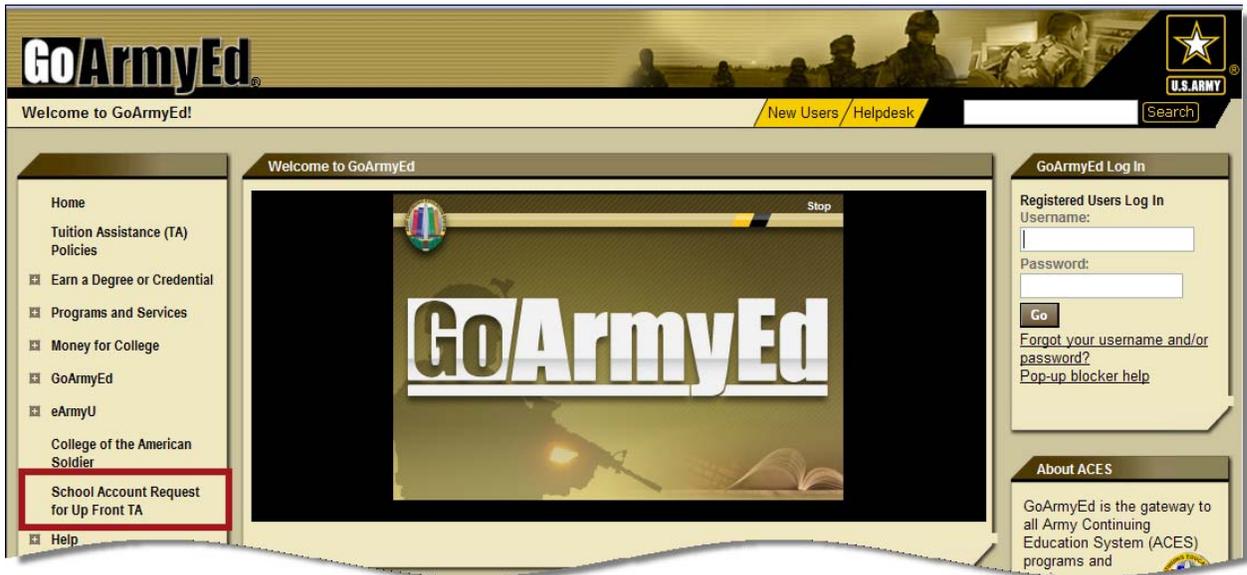
My school has a signed Letter of Instruction (LOI) with the Army and already has an account in GoArmyEd. Do we need to create another account?

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 integrated course catalog in GoArmyEd using the course 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 the GoArmyEd portal, 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" link on the top right of each GoArmyEd portal 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.

- 1) Access GoArmyEd at www.goarmyed.com and select the "School Account Request for Up Front TA" link on the left side.

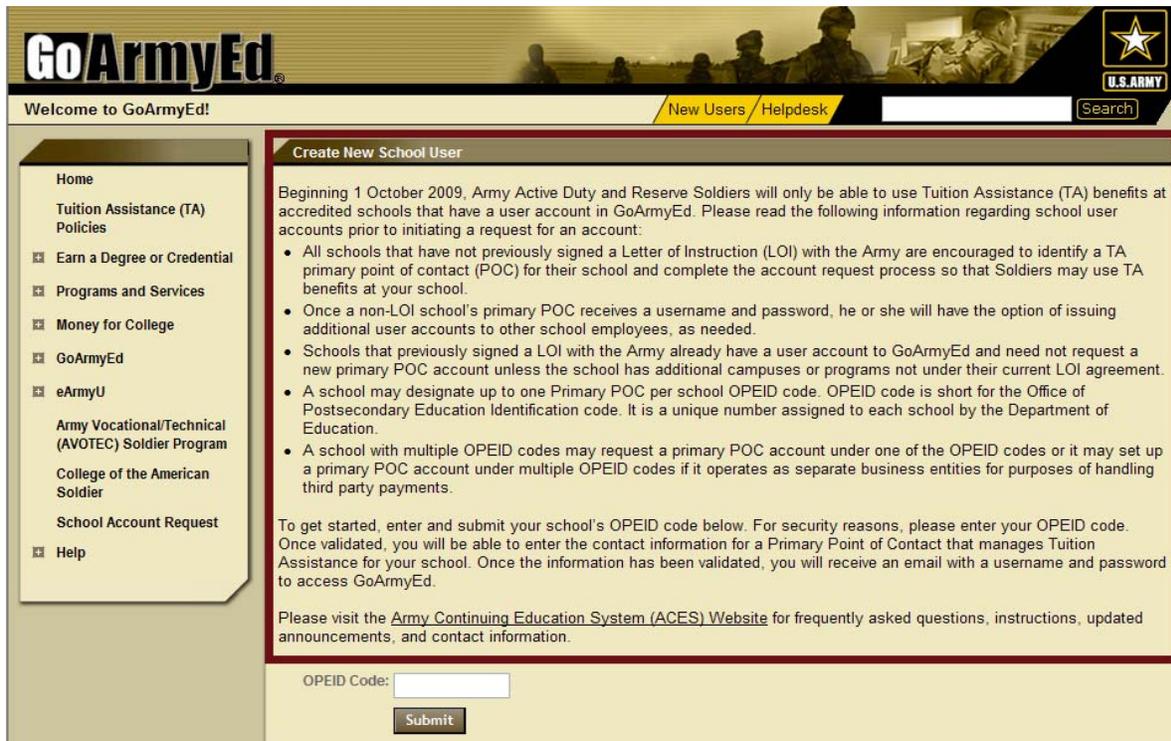


- 2) The Create New School User page appears. Read the information on the Create New School User page regarding school user accounts prior to initiating a request for an account.
 - A school may designate up to one Primary POC per school OPEID code, the unique number assigned by the Department of Education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

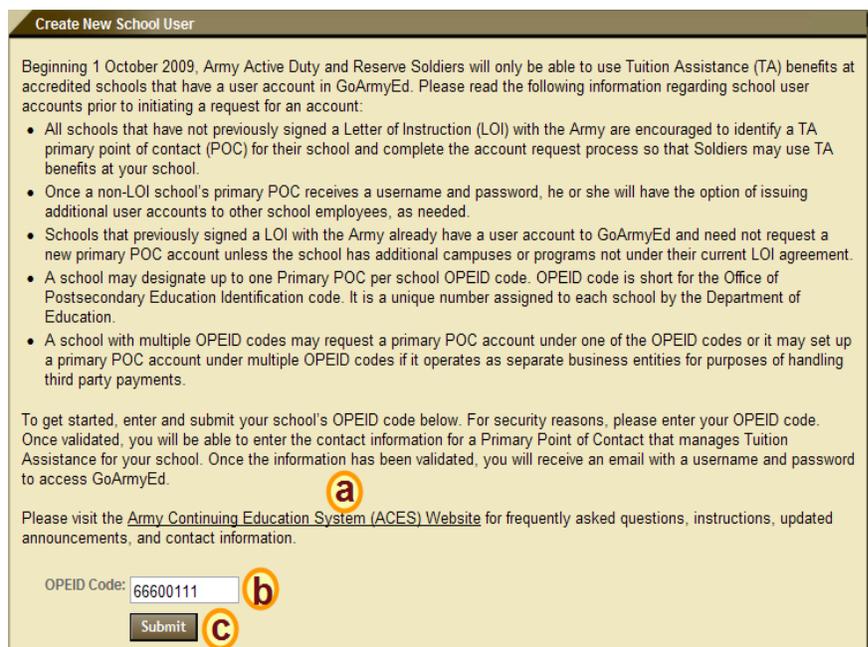
Creating a New Non-LOI School User GoArmyEd Account

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 tappcde@conus.army.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) Web site 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.
- c) Select the "Submit" button to proceed.



Creating a New Non-LOI School User GoArmyEd Account

FAQs:

What if your school does not have an OPEID code?

Email tapcpde@conus.army.mil to request a school account be created manually. 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 tapcpde@conus.army.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 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 tapcpde@conus.army.mil for further assistance.

3) The Create New School User page 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; and
 - Primary Phone

- c) Select the **“Submit”** button.

Creating a New Non-LOI School User GoArmyEd Account

FAQ:

I accidentally set up a POC for the wrong OPEID code. What should I do?

Email tapcpde@conus.army.mil for further assistance.

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

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.

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 \(ACES\)](#).

Accessing Your GoArmyEd Home Page: After receiving your user name and password, visit the ACES Web site at https://www.hrc.army.mil/SITE/Education/GoArmyEd_School_Instructions.html 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.

