



Credentialing Assistance (CA) is only available through ArmyIgnitED

www.armyignited.com

- All CA Requests must be submitted directly through ArmyIgnitED. The CA Request does not get submitted through the Education Center or Office
- Soldiers must submit CA Requests 30 business days from the start date of the course or exam (no weekends / holidays)
- Soldiers have the option to request counseling from their Education Center or Office at any time prior to creating a CA Request
- If Soldier does not see the vendor of choice (for training, exam, books, materials, etc.) select “Don’t See a Related Vendor?”. The system will route the Soldier to ServiceNow (SNOW) which the Soldiers must provide details regarding the vendor (Vendor name, vendor URL, vendor POC, vendor email, course you wish to add). ACCESS, ArmyU will contact the vendor to update ArmyIgnitED with the information
- It may take up to a few days prior to the start date of the course to receive approval email notifications from ACCESS, ArmyU



Completion of Courses / Withdrawals

- Soldiers select start and end dates. Per policy, within 10 business days of completion, a certificate of completion must be uploaded to the ArmyIgnitED CA Request. Soldiers are notified with this information when finance funds the request, it is also in the Statement of Understand that is signed by all Soldiers prior to requesting CA, and it is in the CA Policy (found in Army COOL- https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm)
- Failure to provide the certificate of completion within the designated timeframe may result in recoupment
- If a Soldier does not wish to pursue CA prior to finance funding the request, they must submit a personal withdrawal. If a personal withdrawal is submitted after the start date selected, the request is automatically sent for recoupment.
- If a Soldier does not wish to continue the course/exam, and it has been funded, the Soldier may be liable for the cost funded. Soldier may submit a withdrawal memo found in the CA Request, but proof must be provided. All withdrawal memos must be digitally completed (see Education Center / Office for assistance if needed)



First Step:
Create your
account!

Some have
found that
Microsoft Edge
or Chrome work
best. See what
works best for
you!

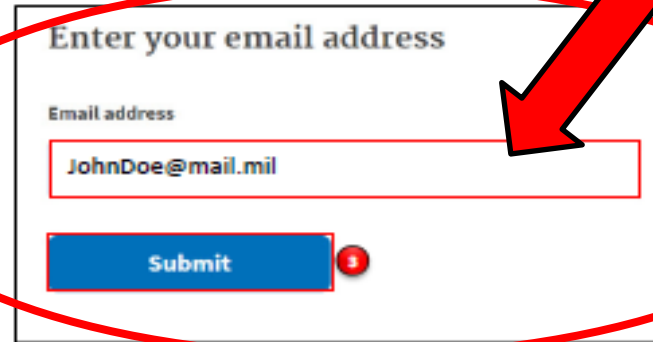
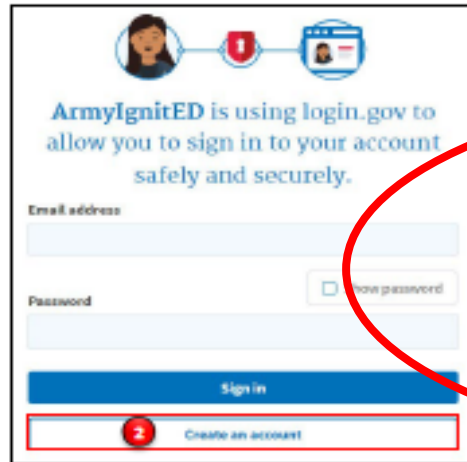
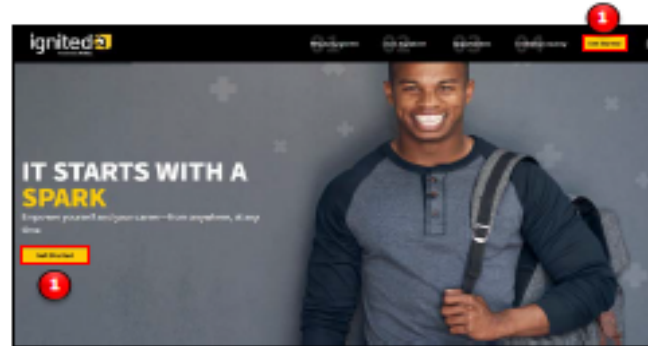
Purpose

This guide highlights the steps to create a Student User Account. This process includes creating both a Login.gov and an ArmyIgnitED account. The Student will need their CAC and a device that can read their CAC (i.e. laptop or desktop) to complete this registration.

- If you **do not** have a Login.gov account proceed to Step 1.
- If you **have an existing** Login.gov account but need to update it to with your .mil address, sign in to your login.gov account and proceed to Step 15:
- If you **have an existing** Login.gov account, and it is already setup with your .mil account, proceed to Step 20:

Steps to Create a Student User Account

1. Go to www.ArmyIgnitED.com and click Get Started.
2. Click **Create an account** to start the process of creating your Login.gov account.
3. Enter the .mil email address that you want associated with the account then click **Submit**.




Please use
your
government
email

Note: You can only associate your CAC card with one Login.gov account.





 **Check your email**

We sent an email to **JohnDoe@mail.mil** with a link to confirm your email address. Follow the link to continue creating your account.

Didn't receive an email? [Resend](#)

Or, [use a different email address](#)

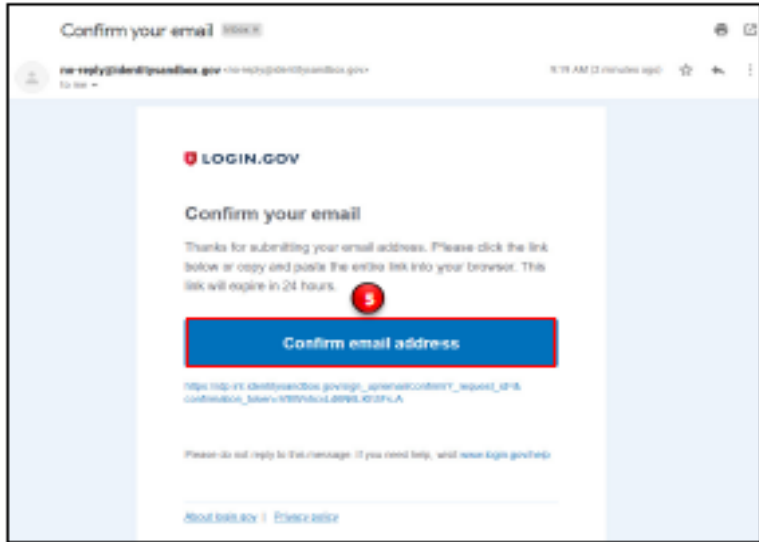
You can close this window if you're done.

Steps to Create a Student User Account

Note: You will be presented with a completion screen informing you that a confirmation link has been sent to the .mil email address you entered in the previous step.

Clicking **Resend** will resend the confirmation link to the .mil email address you listed.

Clicking **use a different email address** will return to the previous page and allow you to re-enter a different email address if needed.



The screenshot shows an email titled "Confirm your email" from "no-reply@identity.mil" to "no-reply@identity.mil". The content includes the "LOGIN.GOV" logo and the text: "Confirm your email. Thanks for submitting your email address. Please click the link below or copy and paste the entire link into your browser. This link will expire in 24 hours." A large blue button labeled "Confirm email address" is highlighted with a red circle and the number "5". Below the button is a long URL and a footer with "About Identity | Privacy Policy".

4. Log in to the .mil email account you requested the confirmation code to be sent to and find your confirmation email.
5. Click **Confirm email address** and you will be automatically redirected back to the Login.gov account creation process.



Steps to Create a Student User Account

6. Create a strong password and click continue.

Password Safety Tips: The longer and more unusual the password, the harder it is to guess. Avoid using common phrases and repeating passwords from other online accounts (banks, email address, social media, etc.).

Note: Clicking Show Password will allow you to view the characters in the password entry field instead of asterisks. Please be cautious and use good judgement when using this feature as it takes away a level of privacy when creating the password.

You will now need to select a second layer of security so only you can sign into your account.

Note: Soldiers and other government employees should select the Government Employee ID option and non-government employees should select the phone option.

7. Select Government employee ID.
8. Click Continue.

You have confirmed your email address

Create a strong password

It must be at least 12 characters long and not be a commonly used password. That's it!

Password Show password

Password strength: Great!

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Authentication method setup

Add a second layer of security so only you can sign in to your account.

Select an option to secure your account:

- Authentication application**
 Get codes from an app on your phone, computer, or tablet. Recommended because it is harder to intercept than texts or phone calls. **MORE SECURE**
- Security key**
 Use a security key that you have. It's a physical device that you plug in or that is built in to your computer or phone (it often looks like a USB flash drive). Recommended because it is more phishing resistant. **MORE SECURE**
- Phone**
 Get security codes by text message (SMS) or phone call. **SECURE**
- Government employee ID**
 Insert your government or military PIV or CAC card and enter your PIN. **SECURE**
- Backup codes**
 We'll give you 10 codes. You can use backup codes as your only authentication method, but it is the least recommended method since notes can get lost. Keep them in a safe place. **LESS SECURE**

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Note: Each authentication method will have its own setup instructions which will be presented after clicking continue. Follow the instructions to complete the creation of the account.





Steps to Create a Student User Account

9. Set up your PIV/CAC as a two-factor authorization method so that you can use it to sign in.
 - Give the PIV/CAC a nickname so if you add more than one, you'll know which one is which.
 - Insert your PIV/CAC into your card reader.
 - Add Your PIV/CAC. You'll need to choose a certificate (the right one likely has your name in it) and enter your PIN (your PIN was created when you set up your PIV/CAC).
10. Click Add PIV/CAC Card.
11. Select the certificate that corresponds with your PIV/CAC.

Note: There are typically 3 certificates that you are able to choose from: Authentication, ID, and Signature. All of these certificates will work in the system, however, choosing Authentication is preferred.

12. Click OK.

You must select the Authentication certificate- you MUST associate your CAC when first creating your account!

Add your PIV or CAC

Set up your PIV or CAC as a two-factor authentication method so you can use it to sign in.

- 1 Give it a nickname
If you add more than one PIV/CAC, you'll know which one's which.
- 2 Insert your PIV/CAC into your card reader
- 3 Add your PIV/CAC
You'll need to choose a certificate (the right one likely has your name in it) and enter your PIN (your PIN was created when you set up your PIV/CAC).

10 Add PIV/CAC card

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- Authentication - Peter Pan
Issuer: DOD
Valid From: 5/13/2019 to 4/15/2022
- ID - Peter Pan
Issuer: DOD
Valid From: 5/13/2019 to 4/15/2022
- Signature - Peter Pan
Issuer: DOD
Valid From: 5/13/2019 to 4/15/2022


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Steps to Create a Student User Account


To finalize the creation of your Login.gov account you must agree to share your Login.gov information with ArmyIgnitED.

- 13. Click **Agree and continue** to complete the process of creating a Login.gov account.
- 14. Skip to **Step 20** to request your Student User account.




You are now signing in for the first time

We'll share this information with **ArmyIgnitED**:

 **Email address**
JohnDoe@mail.mil

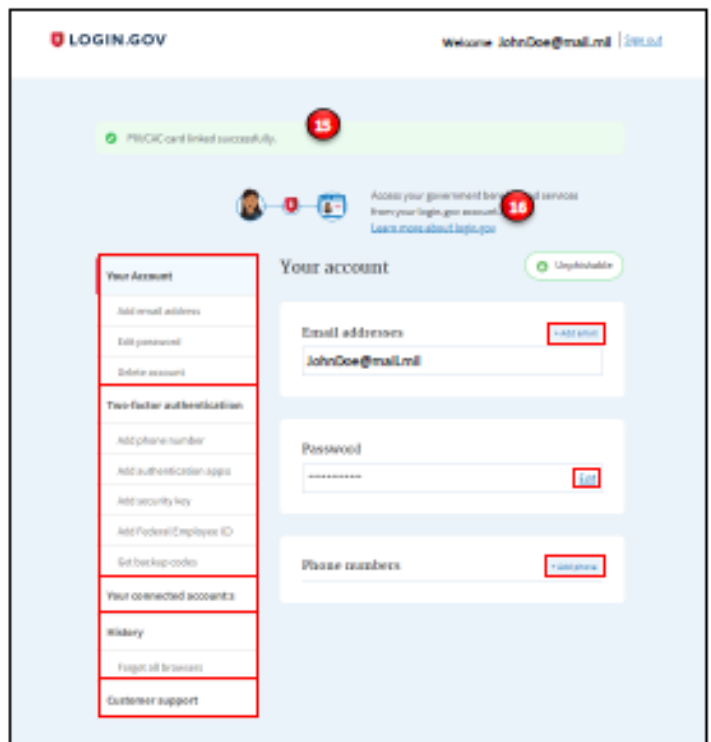
ArmyIgnitED will only use this information to connect to your account

 **Agree and continue**



Steps to Complete a Login.gov Account (continued)

15. This is your Login.gov Account. You now have access to:
- Your Account**
 - Add Email Address
 - Edit Password
 - Delete Account
 - Two-Factor Authentication**
 - Phone Numbers
 - Authentication Apps
 - Security Key
 - PIV CAC Cards
 - Backup Codes
 - Your Connected Accounts**
 - History**
 - A log of the changes made in your account including the action/change, IP address associated with the device that conducted the change, and date and time that the change was made
 - Customer Support**
 - Redirects you to the Login.gov FAQ and Help Center page



If you have already added your .mil email address to your login.gov account, skip to Step 19.

16. If your .mil email address is not listed in your login.gov account, please add your .mil email address to your account.
- Click **+Add email**.



Steps to Complete a Login.gov Account (continued)

- 17. Enter your .mil email address.
- 18. Click Submit.

Note: You have now completed setting up your login.gov account!

- 19. Log out of login.gov and move to the next step.

Add a new email address

Email address

17

18 Submit

[Cancel](#)

[Security Practices and Privacy Act Statement](#)



How To Guide

Create a Student User Account (8 of 11)

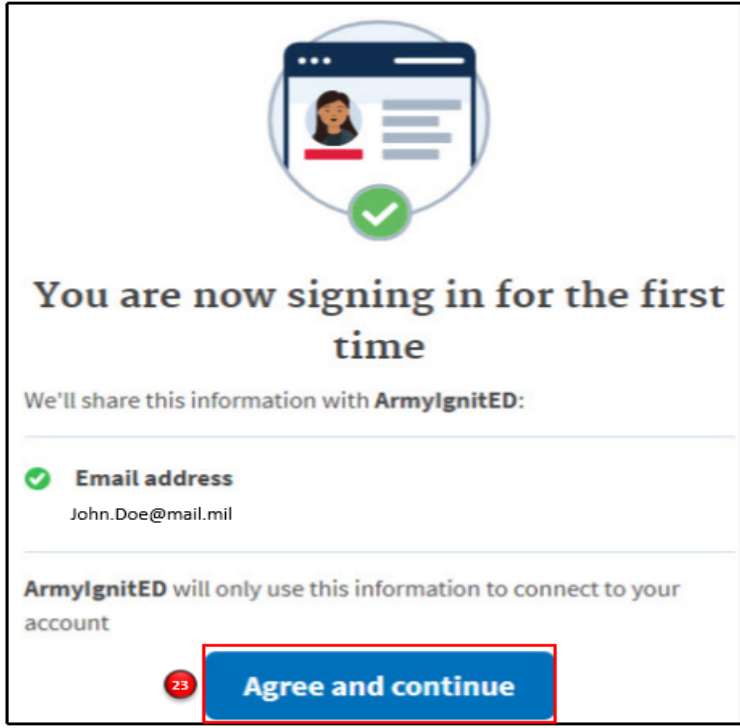
v1.0.9

Steps to Complete a Login.gov Account (continued)

23. Click **Agree and continue** to complete the process of creating a Login.gov account.

Note: By clicking Agree and continue, you have linked your login.gov account to ArmyIgnitED.

24. Skip to Step 29.

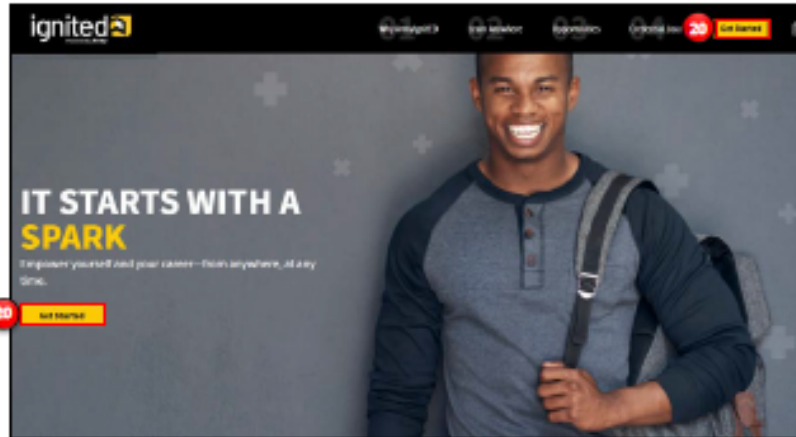




Steps to Create a Student User Account

You have successfully created your Login.gov account and now have access to ArmyIgnitED.

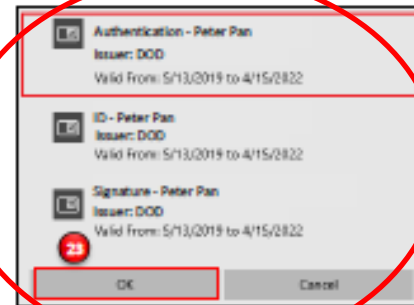
20. Return to www.ArmyIgnitED.com then, click Get Started to complete the ArmyIgnitED account creation process.



21. Click **Sign in with your government employee ID** to sign in to ArmyIgnitED.

Note: If you chose another authentication method, enter the email address and password associated with your Login.gov account, click **Sign In**, and use your preferred authentication method to continue logging in to ArmyIgnitED.

22. Click **Insert your PIV/CAC**.
23. Select the certificate you wish to use then, click **OK**.



Note: There are typically 3 certificates that you are able to choose from: Authentication, ID, and Signature. All of these certificates will work in the system, however, choosing Authentication is preferred.

**Don't forget!
Select the
Authentication
certificate!!**

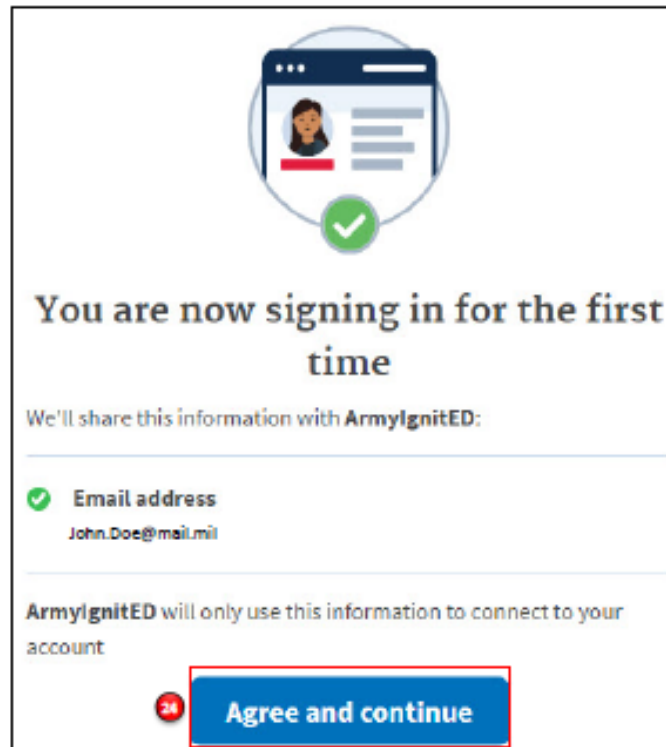




Steps to Complete a Login.gov Account (continued)

- 24. Click Agree and continue to complete the process of creating a Login.gov account.

Note: By clicking Agree and continue, you have linked your login.gov account to ArmyIgnitED.



You are now signing in for the first time

We'll share this information with **ArmyIgnitED**:

- ✓ **Email address**
John.Doe@mail.mil

ArmyIgnitED will only use this information to connect to your account

24 [Agree and continue](#)



Create Account 25

Confirm your personal information

First Name: Agatha
Last Name: Christie
Middle Name:
Date of Birth: May 31, 1991
Last 4 of SSN: 000-00-0000
Rank: PVT
MOS: 1E

Is incorrect information being displayed? 26

Previous Continue

Create Account 27

Confirm your mailing address

Home of Record Address:
1507 Macabee Avenue Tallahassee, FL 32303

Mailing Address: optional

Add mailing address

Is incorrect information being displayed? 28

Previous Continue

Create Account 29

Confirm your email address

Military: agathachristie@usmil.mil
Other: Agatha21@gmail.com

Confirm your phone numbers

Home: +1 805-128-4567
Duty: +1 805-128-4567
Cell: +1 805-128-4567

Is incorrect information being displayed? 30

Previous Continue

Steps to Create a Student User Account

25. Confirm your personal information:
 - First Name
 - Last Name
 - Middle Name
 - Date of Birth
 - Last 4 of SSN
 - Rank
 - MOS
26. Click continue.
27. Confirm your Home of Record Address and add an optional mailing address.
28. Click continue.
29. Confirm or Edit your email address and phone number(s):
 - Military Email Address
 - Other Email Address
 - Home Phone Number
 - Duty Phone Number
 - Cell Phone Number
30. Click continue.

Note: Clicking the Previous arrow will return you to the previous page

Note: Clicking Is incorrect information being displayed? will provide a point of contact from the offices below:

- For Active Duty contact your S1/PAC office
- For Army National Guard, contact your Readiness NCO
- For United States Army Reserve, contact your Unit Administrator (UA)



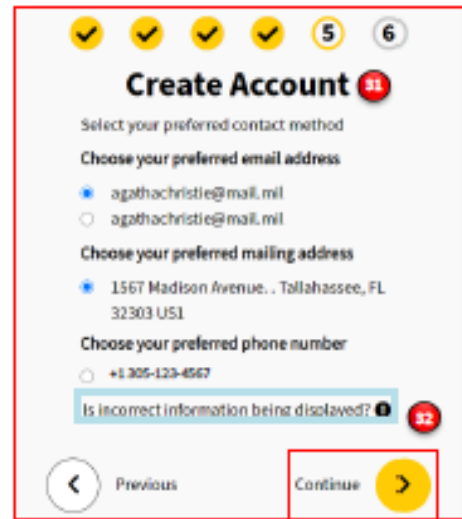


Steps to Create a Student User Account

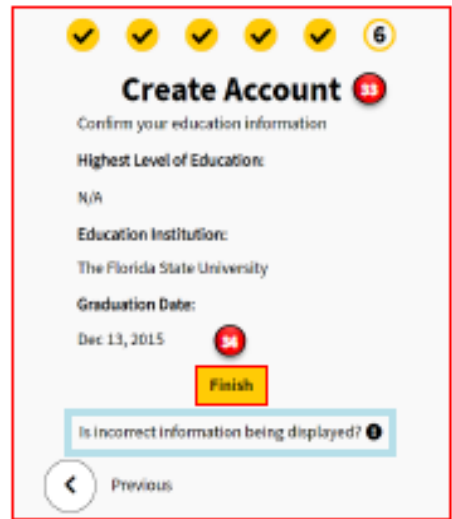
31. Select your preferred email address, mailing address, and phone number.
32. Click **continue**.
33. Confirm your education information:
 - Graduation Date
 - Previous Educational Institute
 - Previous Education Level
 - Additional Education Information
34. Click **Finish**.

Note: Clicking **Is incorrect information being displayed?** will provide a point of contact from the offices below:

- For Active Duty contact your S1/PAC office
- For Army National Guard, contact your Readiness NCO
- For United States Army Reserve, contact your Unit Administrator (UA)



This screenshot shows the 'Create Account' screen for Step 31. At the top, there are six progress indicators: four green checkmarks, a yellow circle with the number '5', and a grey circle with the number '6'. The title 'Create Account' has a red circle with '31' next to it. The screen contains three sections: 'Choose your preferred email address' with two radio button options, 'Choose your preferred mailing address' with one selected radio button and a text field, and 'Choose your preferred phone number' with one selected radio button and a text field. At the bottom, there is a 'Previous' button with a left arrow and a 'Continue' button with a right arrow. A red box highlights the 'Continue' button. A link 'Is incorrect information being displayed?' with a red circle '32' is also visible.



This screenshot shows the 'Create Account' screen for Step 33. At the top, there are six progress indicators: five green checkmarks, a yellow circle with the number '5', and a grey circle with the number '6'. The title 'Create Account' has a red circle with '33' next to it. The screen contains three sections: 'Highest Level of Education:' with 'N/A' entered, 'Education Institution:' with 'The Florida State University' entered, and 'Graduation Date:' with 'Dec 13, 2015' entered. A red circle '34' is next to the date. At the bottom, there is a 'Previous' button with a left arrow and a yellow 'Finish' button. A red box highlights the 'Finish' button. A link 'Is incorrect information being displayed?' with a red circle '32' is also visible.

Note: Clicking the **Previous** arrow will return you to the previous page.