



## New Users

New users must create an account to use GoArmyEd. In order to request payment of Tuition Assistance (TA) benefits, Soldiers must do the following:

1. Go to [www.GoArmyEd.com](http://www.GoArmyEd.com) and create an account.
2. Select the **"REQUEST TA ACCESS"** link.
3. Complete the VIA survey.

VIA is a data-driven tool that incorporates education history, interests and preferences, and future goals to assist Soldiers in selecting a career goal, degree to pursue, and school to attend.

Once VIA selections are approved by an Army Education Counselor, the Soldier is able to complete the Common Application, request TA, and enroll in classes.



## Requesting TA

Soldiers must submit a TA Request in GoArmyEd to receive TA benefits. All approved TA will be paid directly to their school by the Army upon successful class completion.

Depending on the school Soldiers attend and the degree you pursue, GoArmyEd will guide their enrollment path when they select the **"REQUEST TA"** link.

TA Requests must be submitted and approved prior to the start date of the class. Detailed instructions on using the Course Planner and TA Request form can be found on the Reference Documents page.

### e-File

Access your eFile tab from the **"MY EDUCATION RECORD"** link to upload saved documents (i.e. Request TA Cost verification, or Military Withdrawal documents).

## Education Record

Soldiers can access their Education Record in GoArmyEd to help plan and manage their education journey.

The Education Record contains account information, current degree and school selections, education history and current classes, and much more.

### How to Drop a Class

Soldiers **MUST** drop ALL classes through GoArmyEd before the class end date (Eastern Standard Time).

- Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com) and select the **"WITHDRAWL FROM A CLASS"** Smart Link
- Select a checkbox to choose the class
- Select **"DROP SELECTED CLASS"**

### Military/Personal Withdrawals

Personal Drops - Soldiers **MUST** repay the TA amount. Military Withdrawals (WM) - Soldiers **MUST** have the WM approved by the Army within 60 days of the initiation of the withdrawal to prevent recoupment.



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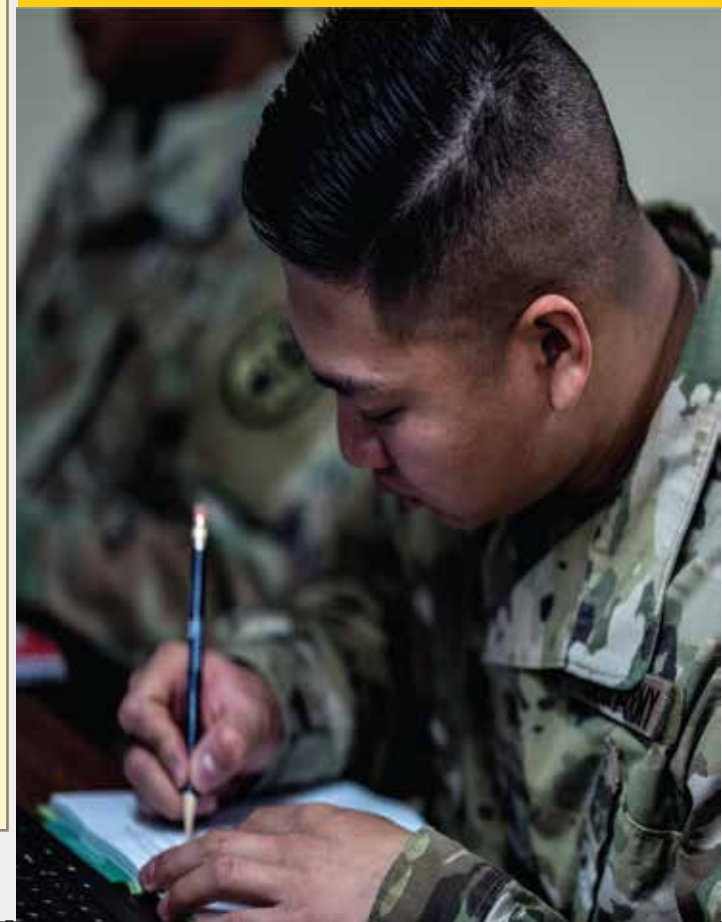


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## Your Guide to Army Tuition Assistance

Supporting Soldier Education



### TA Recoupment

Soldiers may be responsible for repaying the Army for the cost of a class. Common reasons for recoupment of costs include:

- "C" grade or below in a graduate level course
- "D" grade or below in an undergraduate course
- An incomplete grade not resolved within 120 days
- A class drop for personal reasons
- A class that is not included in the Soldier's degree plan

Note: See your signed TA SOU for detailed recoupment rules.

### How to Resolve a Hold

A hold is applied to enforce Army TA Regulations. Holds are removed automatically when the issue is resolved.

For more information, go to the **"MY EDUCATION SECTION"** of your GoArmyEd homepage.

### How to Get Help



Access the GoArmyEd Assistance Center for answers to FAQs:

- Select the question mark icon at the top of any GoArmyEd page.

Instructional Videos for step-by-step assistance with using GoArmyEd:

- Select the **"GOARMYED TUTORIALS"** Smart Link, then **"VIEW REFERENCE DOCUMENTS."**

Contact the GoArmyEd Helpdesk or open a Helpdesk case with technical questions:

- From the Assistance Center, select **"HELPDESK RESOURCES"** at the bottom of the page to create a case online or locate the Helpdesk phone numbers.

Contact an Army Education Counselor with non-technical, education-related inquiries.

CONUS Helpdesk: 1-800-817-9990

OCONUS toll free: Go to [GoArmyEd.com](http://GoArmyEd.com) and select the question mark icon. Select **"GOARMYED HELPDESK PHONE NUMBERS"**

