How to Check Your Semester Hour Balance

- Log in to **www.GoArmyEd.com**, scroll down to **"My Education"** section to view your semester hours balance for the current Fiscal Year.

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** and select the **"Withdraw from a Class"** Smart Link
- Select a checkbox to choose the class
- Select **"Drop Selected Class"**
- View the Confirmation page and choose the appropriate withdrawal reason using the drop-down options of **"Withdrawal – Military Reasons (WM)"** or **"Withdrawal – Personal Reasons"**
  1. Personal Drops – Soldiers MUST repay the TA amount
  2. Military Drops (includes emergencies) – Soldiers MUST have the WM approved by the Army within 60 days of the initiation of the withdrawal to prevent recoupment:
     - Complete the Request for TA Recoupment Waiver – Withdrawal for (WM) Military Reasons Form
     - Upload the waiver signed by the Battalion Commander or first LTC in chain of command, or if in the Reserve Component, by the Unit Commander for the class

Note: Soldiers who provide false information with a request to waive reimbursement of Army TA are subject to penalty under the Uniform Code of Military Justice (UCMJ).

- Select the **"Finish Dropping"** button

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 on holds and how they are resolved, go to the My Education section of your GoArmyEd homepage.

TA Recoupment

Class costs will be recouped from a Soldier for:

- Failing a class
- "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

An email notification is sent 30 days before repayment begins, except in the case of separation from the Army. See your signed TA SOU for recoupment rules.

How to Use Your eFile

Scan a document and save it to your computer (i.e., Request TA cost verification, or Military Withdrawal documents).

- Log in to **www.GoArmyEd.com**
- Select the **"My Education Record"** Smart Link
- Select the **"eFile"** tab
- Complete required fields and select **"Browse"** to find your file
- Select **"Upload File"**

GoArmyEd Mobile App

The GoArmyEd mobile app is available for Apple and Android devices. This free app allows you to access educational information and find important points of contact or Army education centers/offices. You can also log into your GoArmyEd account from within the app. The GoArmyEd mobile app can be downloaded for Apple users from the App Store and for Android users from the Google Play Store.

Download your digital copy of this guide:

GoArmyEd

Supporting Soldier Education

Your Guide for Army Tuition Assistance

www.GoArmyEd.com

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GoArmyEd is used by…

- Active Army, National Guard, and Army Reserve Soldiers to set-up a GoArmyEd account and request Army Tuition Assistance (TA). Contact your Army Education Counselor or Education Services Officer (ESO) for more information by following the steps in the **How to Get Help** section.

New Users

- Go to **www.GoArmyEd.com**
- Select the **"Student"** radio button in the Create/Activate GoArmyEd Account section
- Select the **"Create/Activate Account"** button
- Complete the required information to create a base-role GoArmyEd account; this will result in the creation of your GoArmyEd user name and password. The base-role account will allow you access to the GoArmyEd Assistance Center, instructional videos and training, Helpdesk support, VIA tool, on-duty classes, and testing. To request TA-eligible access to register for college classes, the following additional steps MUST be completed:
  1. Log in to **www.GoArmyEd.com** using your user name and password or your Common Access Card (CAC)
  2. Select the **"Request TA Access"** Smart Link; an automatic verification of TA eligibility check will be performed
  3. View the **"Welcome to VIA"** video
  4. Select a career goal, degree program, and home school using the VIA tool (self-guided)
  5. Submit the request for approval by an Army Education Counselor to activate TA-eligible access in GoArmyEd
  6. You will receive an email when your request has been approved and you are eligible to request TA
  7. The first time you select **"Request TA"** to sign up for classes, you will be prompted to complete the Common Application and submit your TA Statement of Understanding (SOU)

Using the Course Planner Tool

Course Planner is a planning tool that enables Soldiers to identify the courses they plan to take to complete their degree. Soldiers are required to complete the Course Planner for degrees that do not have automated checks in GoArmyEd by the time they complete six (6) semester hours with a home school or nine (9) semester hours at any school using Tuition Assistance. Soldiers in this category will be automatically routed to complete the Course Planner prior to enrolling in more classes when this semester hour criteria are met. In order to enroll in classes, their Course Planner must be approved.

View the **"Course Planner Overview"** and **"Using Course Planner"** reference documents by selecting the **"View Reference Documents"** link located in the Training Resources section on your GoArmyEd homepage for more information.

How to Request TA and Enroll in a Class

TA Requests MUST be approved before the class start date.

Depending on the school you attend and the degree you pursue, you will be presented with one of several enrollment paths. GoArmyEd will determine your path automatically and all approved TA will be paid directly to your school by the Army upon successful class completion. If you are required to complete the Course Planner, the Planner must be approved to enroll in classes.

View **"GoArmyEd's Class Enrollment Guide Overview"** reference document for more information on enrolling in a class by selecting the **"View Reference Documents"** link located in the Training Resources section on your GoArmyEd homepage.

Note: If TA does not cover the entire cost of the class, you are responsible for the remainder, which will be billed directly by the school.

How to Get Help

- ***Access the GoArmyEd Assistance Center***
  1. Log in to **www.GoArmyEd.com**
  2. Select the green question mark icon at the top of any GoArmyEd page or select the **"Need Assistance?"** link in the Helpdesk Cases section of your homepage
- ***View Reference Documents and Instructional Videos:***
  1. Log in to **www.GoArmyEd.com**
  2. Select **"View Reference Documents"** in the Training Resources section
- ***Contact the GoArmyEd Helpdesk:***
  1. CONUS toll-free: 1-800-817-9990
  2. OCONUS toll-free:
     - Go to **www.GoArmyEd.com** public page and select green question mark icon at the top
     - Select **"GoArmyEd Helpdesk Phone Numbers"** link
- ***Create GoArmyEd Helpdesk Case:***
  1. Log in to **www.GoArmyEd.com**
  2. Select **"Need Assistance?"** in the Helpdesk Cases section of your homepage or select the green question mark icon at the top of any page to open the GoArmyEd Assistance Center
  3. Select the **"Helpdesk Resources"** button at the bottom of the screen to open the Helpdesk page
  4. Select the **"Create a Helpdesk Case"** link and provide a description of your concern
  5. An email confirmation of your request and the resolution will be sent to your preferred email account
- ***Contact an Army Education Counselor:***
  1. Log in to **www.GoArmyEd.com**
  2. Select the **"Other Links"** Smart Link
  3. Select the plus sign next to **"My Community Links"**
  4. Select the **"My Education Center"** link
  5. View all Education Centers by selecting the **"Education Centers"** link at the bottom of any GoArmyEd page