

CREDENTIALING ASSISTANCE CHECKLIST



American Military University offers on-demand courses in support of your pursuit toward in-demand industry credentials. Courses are available 24/7. Browse our catalog at www.AMUContinuingEducation.com for on-demand and instructor-facilitated courses.

GETTING STARTED

- Once you have explored the credentialing opportunities in ArmyCOOL, work with your education center to discuss your credentialing path and set up your account in ArmyIgnitEd.
- After deciding upon a certification(s) and credentialing pathway(s), visit AMU's Continuing Education and Professional Center at www.AMUContinuingEducation.com to view our courses.
- Create your learner account on the AMU site to register for courses.
 - Be sure to input your military affiliation and the Army Group Code (provided within the system). This ensures you will have the option to use Army CA funds to pay for your course
- Obtain a quote for your desired course(s). You may request a by contacting AMU at 1-866-991-8856 or StudentServices@apus.edu. **Save this Quote**, you will need to upload it when submitting your CA request in ArmyIgnitEd.

REQUEST CA FUNDING IN ARMYIGNITED

- Log into ArmyIgnitED to begin your CA Request by clicking **Request Credentialing Assistance** under the appropriate Credential Path within your account.
- Search for the requested course by typing the name of the course or **American Military University** in the Search bar.
 - Locate the exact course identified on the course quote and click the **Select +** button to the right.
 - On the next page, input the desired **Start Date** (must be at least 30 business days from current date) and **End Date** (12 months from current date). The CA funds approval cycle from the Army is 30 business days from the Credentialing Assistance Request submission date in ArmyIgnitED.
 - If you have not already done so, request a quote from AMU (process described above)
 - Upload the course Quote
- Verify all the information matches the quote received earlier.
- On the next page, click **Done** to submit your request.

MONITOR YOUR INBOX FOR CA APPROVAL AND NEXT STEPS

- The Army will notify you of approval through ArmyIgnitED and ACCESS will notify AMU and arrange payment.
- You will receive an email from AMU's Center for Professional & Continuing Education with further instruction on course access and receipt of required materials (if applicable) once payment is received.

COMPLETE TRAINING AND EXAM

- Once you complete your course and receive the certificate of completion, you have **10 days to submit to the Army** before your account goes to recoupment.
- Contact StudentServices@apus.edu or call 866-991-8856
- Monday-Friday: 8 a.m. - 9 p.m. (ET), Saturday-Sunday: 10 a.m. - 6 p.m. (ET)