Tuition Assistance (TA) Eligible Access Process

General Information

You may request to have TA-eligible access in order to request TA through GoArmyEd. As part of the process, you will need to complete the VIA tool to select a Career Goal, Degree Program, and School. Below is the TA-eligible access request process:

Step 1: Select the “Request TA Access” Smart Link
Step 2: Select a Career Goal, Degree Program, and School using the VIA tool
Step 3: Track your “TA Access Request” status

TA Access Request Steps

Step 1: Select the “Request TA Access” Smart Link

After selecting the “Request TA Access” button, the system will automatically conduct a Tuition Assistance Eligibility Check on your behalf. VIA will open in a separate window/tab for Soldiers who are eligible to receive Tuition Assistance.

Note: If you are not eligible to request TA, you will see a red X and the reason for ineligibility. You may create a helpdesk case for further assistance.

You will have the option to explore the VIA tool by selecting the “Launch VIA” button. Your selections will not be submitted to an Army Education Counselor for approval. If you become eligible in the future, you will simply need to verify that your selections are still up to date and submit them to your Army Education Counselor for approval.
Step 2: Select a Career Goal, Degree Program, and School using the VIA tool

VIA is a decision support tool that helps you research and select a long-term civilian career goal, a degree that prepares you for your career goal, and a “best fit/best value” school.

VIA has four sections:
1. About You
2. Career Goal
3. Degree Program
4. School

Your progress will be automatically saved in VIA. You do not have to complete VIA in one sitting.

Your selections will be sent to your Army Education Counselor for approval.

Note: You are encouraged to speak with an Army Education Counselor for further advice and discussion of the recommendations generated by VIA.
Step 3: Track your “TA Access Request” approval status from your GoArmyEd homepage or “My Education Record” page

Once you have begun using VIA, you can access the tool or track your submission status from your homepage or by selecting the “My Education Record” Smart Link then selecting the “TA Planning Summary” tab.

An “In Progress” status indicates you have not yet completed all sections of VIA.

A “Pending Approval” status indicates you have submitted your selections in VIA, and they are currently pending approval from an Army Education Counselor.

An “Approved” VIA status indicates your Army Education Counselor has approved your selections and granted you permission to use TA.

A “Rejected” status indicates your request has been denied. You may review and update your selections in VIA.

Next steps: Upon completing VIA, a Helpdesk case will be created on your behalf and escalated to your Army Education Counselor for review. You will be notified by email if your request is approved or if further action is needed prior to approval being granted.

If approved, you will then be able to request TA through GoArmyEd.