



**Educate to Win!**

**The Army Credentialing Assistance Program Office (ACAPO)**

**Army Credentialing and Continuing Education Services for Soldiers  
(ACCESS), Army University, Fort Knox, KY**

**Overall Classification is Controlled Unclassified Information or CUI**



To help navigate the slides:

**Slides 3-5:** Cancelling a CA Request (Before Payment is made)

**Slides 6-15:** Requesting a Withdrawal (After Payment has been made)

**Slides 16-17:** Don't See Your Vendor?

**Slides 18-19:** Requesting Extensions

**Slides 20-21:** Requesting a Status When Case Has Been Moved to Finance

**Slides 22-24:** Turning in Your Certificate of Completions (Grades)

**Slide 25-** Need Assistance or Counseling? Schedule your appointment with a CA Counselor now!

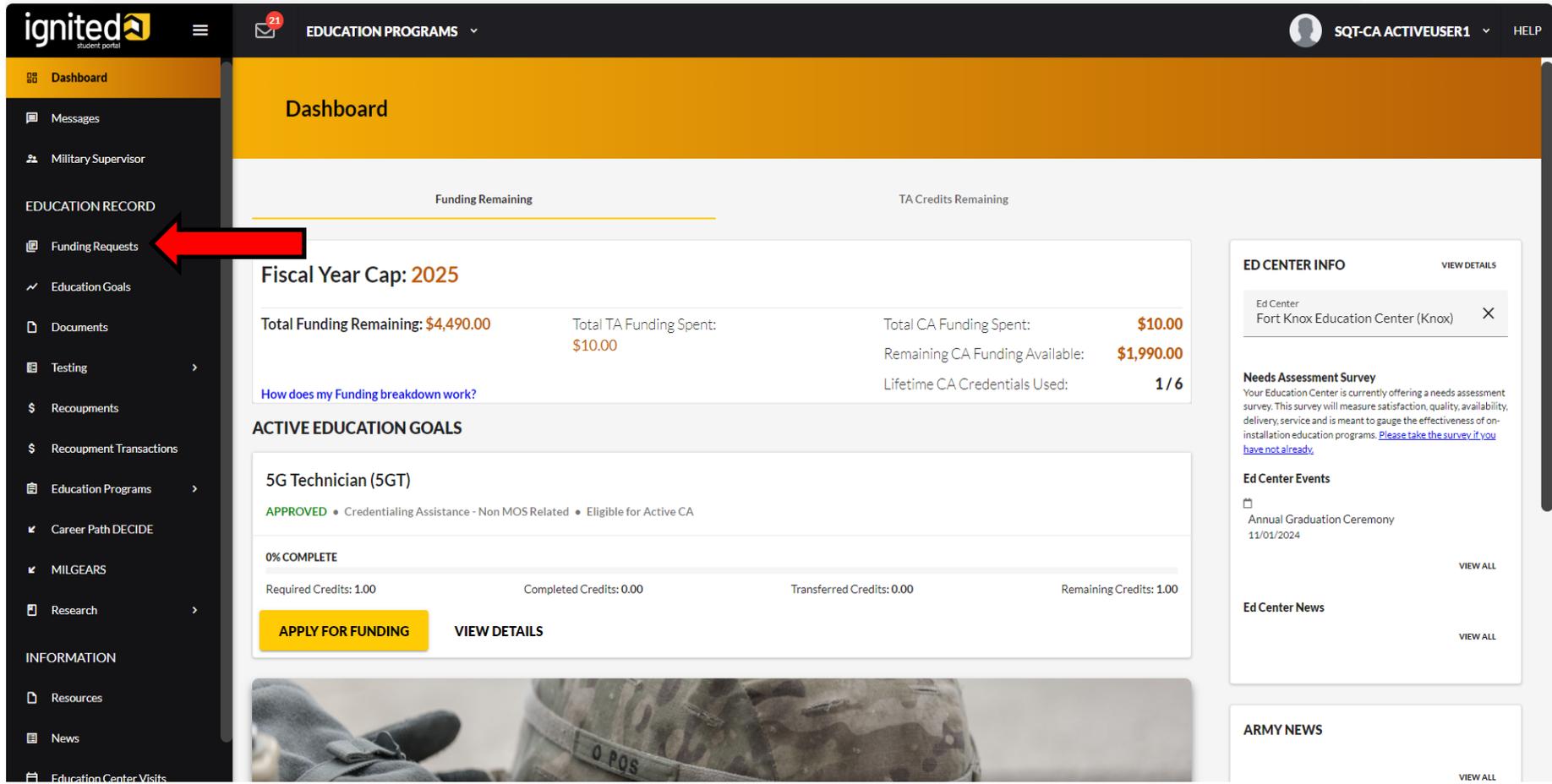


# **CANCELLING A CA REQUEST**

## **BEFORE PAYMENT**



From the homepage, click on "Funding Requests"



The screenshot shows the Ignited student portal interface. The left sidebar contains navigation options: Dashboard, Messages, Military Supervisor, EDUCATION RECORD (with a red arrow pointing to 'Funding Requests'), Education Goals, Documents, Testing, Recoupments, Recoupment Transactions, Education Programs, Career Path DECIDE, MILGEARS, Research, INFORMATION, Resources, News, and Education Center Visits. The main content area is titled 'Dashboard' and features a 'Funding Remaining' section with a 'Fiscal Year Cap: 2025'. It displays a table of funding metrics: Total Funding Remaining (\$4,490.00), Total TA Funding Spent (\$10.00), Total CA Funding Spent (\$10.00), Remaining CA Funding Available (\$1,990.00), and Lifetime CA Credentials Used (1/6). Below this is an 'ACTIVE EDUCATION GOALS' section for a '5G Technician (5GT)' goal, which is 'APPROVED' and 'Eligible for Active CA'. A progress bar shows 0% completion with 1.00 required credits and 0.00 completed. 'APPLY FOR FUNDING' and 'VIEW DETAILS' buttons are present. The right sidebar includes 'ED CENTER INFO' for Fort Knox Education Center, a 'Needs Assessment Survey' link, 'Ed Center Events' (Annual Graduation Ceremony 11/01/2024), and 'Ed Center News'. The bottom of the page features an 'ARMY NEWS' section.



If the CA Request is in the “Pending ACAPO Review” status, click “CANCEL” then “Yes” when prompted.

If in any other status, contact ACAPO within ArmyIgnitED using the “Credentialing Assistance (CA) Office” category to request the withdrawal from that CA request

ID #4909008-ACI LEARNING

PENDING ACAPO REVIEW • ACTIVE CA

EXAM - Written Exam - Project Management Professional (PMP)	02/13/2025 - 02/20/2025	Level: Tech/OCC	Grade:	Credits: 1	Government Cost: \$10.00	Student Cost: \$0.00	▼
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VIEW ATTACHMENTS   **CANCEL**

### Cancel Credentialing Assistance Request

Are you sure you want to cancel this credentialing assistance request application? There is no undo operation and you will have to resubmit your application.

**YES** **NO**



# **REQUESTING A WITHDRAWAL FROM A CA REQUEST**

**AFTER PAYMENT  
HAS BEEN MADE**

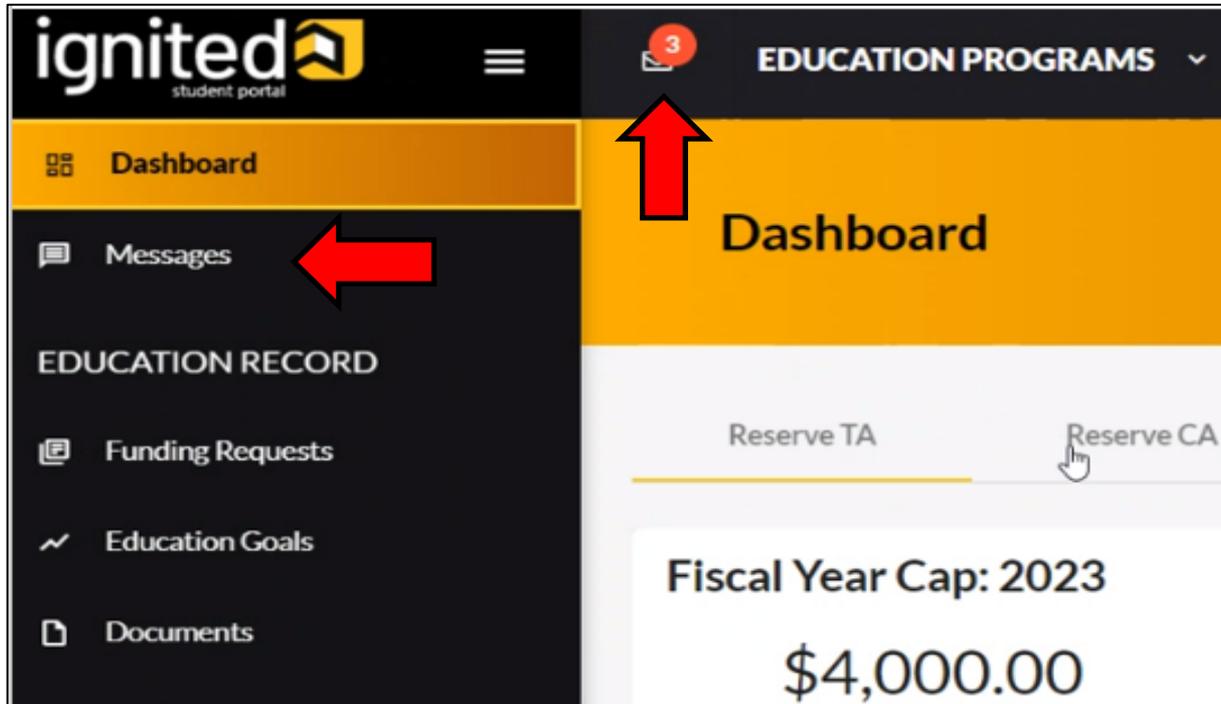


Per the Updated CA Policy:

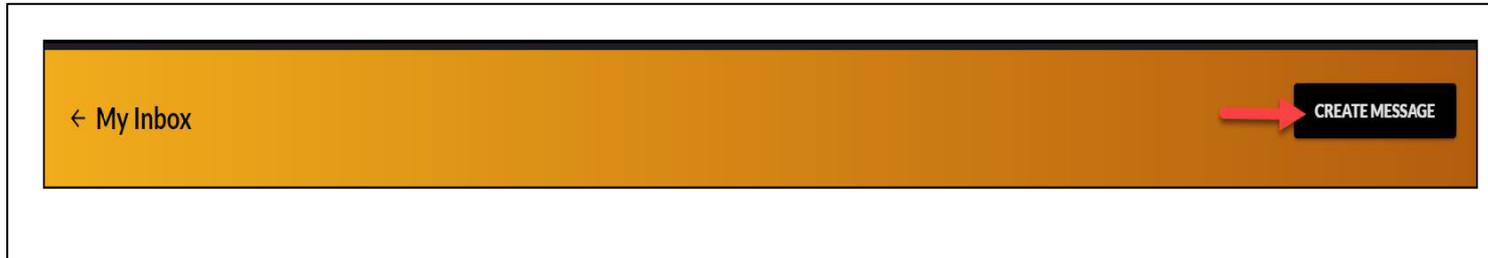
- Soldiers who withdraw from a CA-approved course or exam must contact the vendor and ACAPO to request the withdrawal.
- Any unused portion of CA funds will be returned to the Soldier's allowable FY funds and or will be deducted from recoupment amount owed without an approved waiver.
- Soldiers requesting a recoupment waiver must download, complete, and submit the DA Form 7793 found in Army pubs in the ArmyIgnitED portal. Soldiers must initiate a separate DA Form 7793, Request for Recoupment Waiver, for each course when a grade of W is submitted.
- The first commander in the Soldier's chain of command exercising the Uniform Code of Military Justice authority must endorse recoupment waiver requests and verify that the reasons for withdrawing were clearly beyond the Soldier's control such as emergency leave, reassignment, natural or man-made disaster, illness, hospitalization, or unanticipated military missions.



## Requesting A Withdrawal



From your homepage in ArmyIgnitED account, click 'Messages' on the left side menu or choose the envelope icon at the top of your screen



To compose and send a message, click 'Create Message' in the top right corner of screen



The screenshot shows a 'Create Message' form with a yellow header. It includes a 'Category\*' dropdown menu, a 'Subject\*' text field, a rich text editor with a 'Format' dropdown and various icons, an 'Attachments' section with a 'CHOOSE FILE' button, a 'Drop files here' area, and 'SEND' and 'CLOSE' buttons at the bottom. Red arrows point to the Category dropdown, Subject field, the main text area, the CHOOSE FILE button, and the CLOSE button.

Category: Credentialing Assistance (CA) Withdrawal

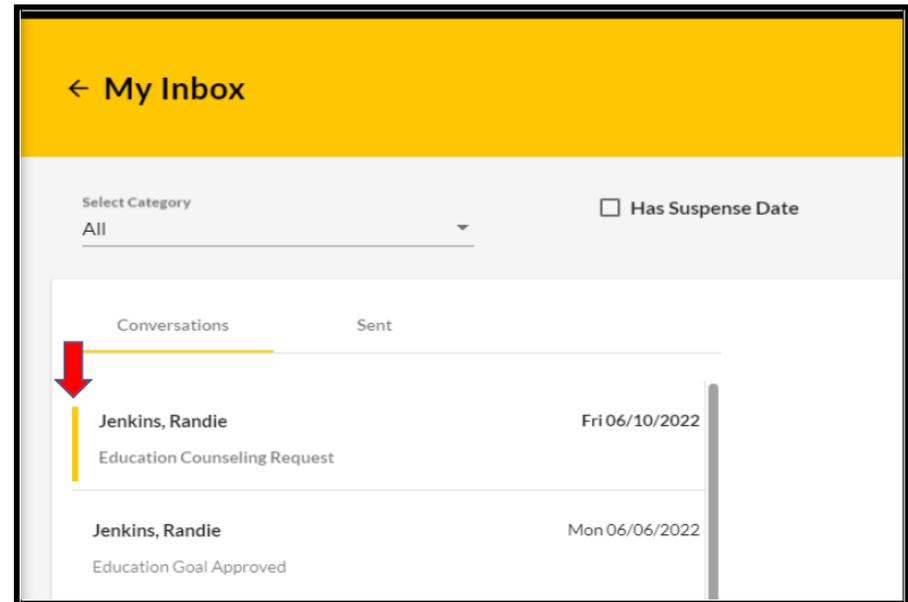
Subject: Request for Withdrawal

Body: Provide information on the case you wish to withdraw from- Case ID#, Title of the Course.

NOTE!! Soldiers who receive a grade other than a “W” for withdrawing from the course or exam will not be able to submit a request for recoupment waiver for it.



Once ACAPO enters the grade of “W”, you will receive an email letting you know you have a message waiting for you to view regarding course recoupment. Please check messages in the ArmyIgnitED portal and view the recoupment action message.





From the homepage, click on “Recoupments” found on the left side of the screen. Then click on “Process Recoupment”

← Recoupments

- This is your official notification that a recoupment action is pending for an unsatisfactory course(s) or exam(s) completion. As per DoDI 1322.25, DoDI 1322.33, and AR 421-5, students are required to reimburse the Army for a course(s), exam(s), book(s), material(s), and fee(s) for which Military Tuition Assistance or Army Credentialing Assistance was used and a satisfactory course or exam completion was not obtained.
- You have no more than 30 days (your suspense date) from the date of receipt of the unsatisfactory course completion:
  - Begin a recoupment action through deductions from your military pay.
  - OR
  - Request a Recoupment Waiver (only for a "W" withdrawal grade). Refer to the Student Tutorial - ArmyIgnitED CA Recoupment Waiver Process for more information.
- If you do not choose and begin one of the above actions prior to your suspense date, an automatic deduction of the full amount will be initiated against your pay.
- Unsatisfactory course completion grades for Military Tuition Assistance include: "W" for withdrawal; "I" for incomplete after 180 days of course end date; "D" or "F" for undergraduate courses; "C", "D" or "F" for graduate courses; any other non-passing grade or status; and no grade posted in your ArmyIgnitED account. For assistance updating a grade, completing a recoupment action, or submitting a Request for Recoupment Waiver for Military Tuition Assistance, please contact your Education Center.
- Unsatisfactory exam and course completion grades for Army Credentialing Assistance include: "W" for withdrawal; "I" for incomplete after 180 days of course end date; "F" for failure; any other non-passing grade or status; and no grade posted in your ArmyIgnitED account. If you need assistance updating a grade, completing a recoupment action, or submitting a Request for Recoupment Waiver for Army Credentialing Assistance, please contact the Army Credentialing Program Office (ACAPO) via ArmyIgnitED Messaging.
- If you believe the unsatisfactory grade is in error, you have until the suspense date to provide an updated satisfactory grade. Recoupments processed after the suspense date will not be stopped or refunded even if a satisfactory grade is submitted.
- Recoupments can ONLY be made via payroll deduction.
- Academic institution and vendor submitted refunds or cost reduction will be reflected for courses on your recoupment plan once processed.
- If your recoupment waiver is disapproved, you will be notified via email to select a recoupment plan.

Course Code - Title	Term Dates	Grade	Government Cost	Student Cost	Total Cost	Suspense Date	Status
TRAINING - IT-2100 PC Technician	09/13/2024 - 05/25/2025	W	\$3,100.00	\$0.00	\$3,100.00	11/16/2024	Process Recoupment
TRAINING - Private Pilot Airplane-Fixed Wing 40 Hours	11/15/2023 - 06/30/2024						

Read the information, then click on “I Understand These Conditions”

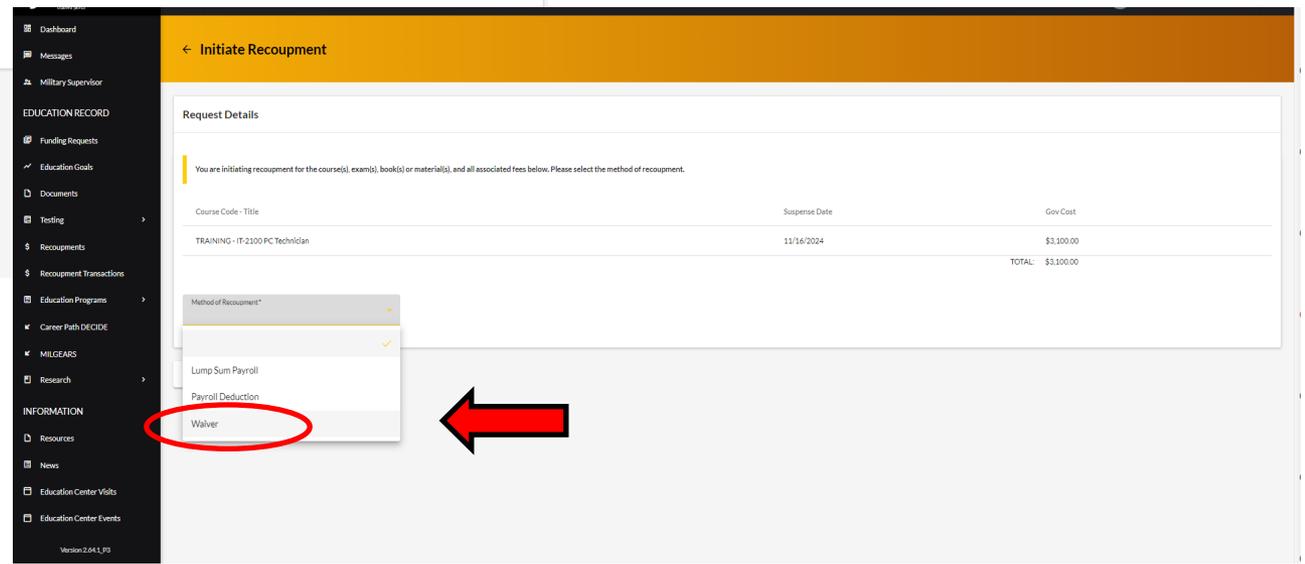
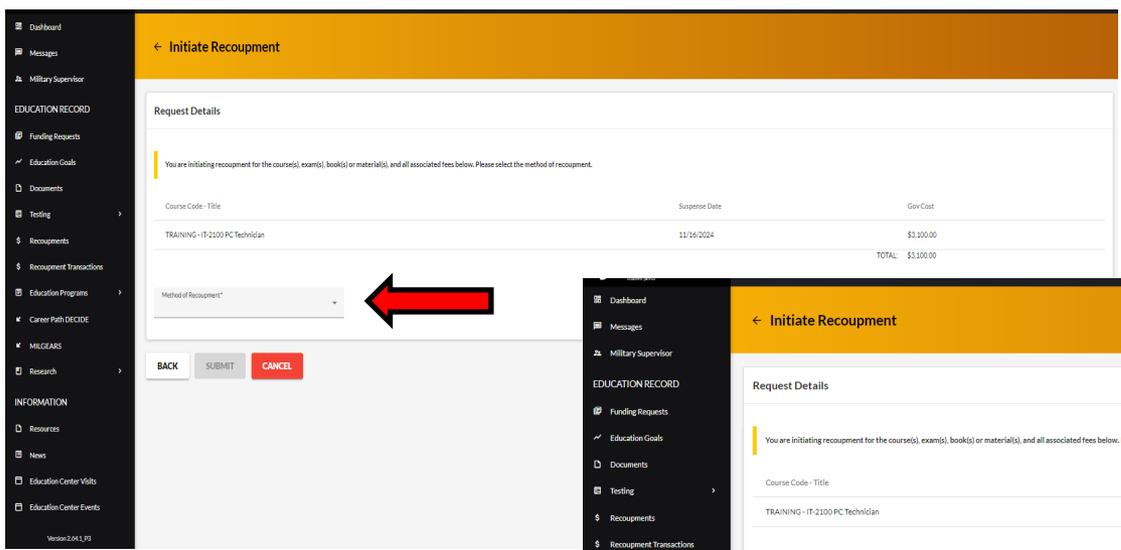
← Initiate Recoupment

- Requests for Recoupment Waivers can only be submitted for courses with a grade of "W" (Withdrawal).
- Recoupment Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and vendor to request extensions to complete the course or appeal for a government refund.
- You may request a Recoupment Waiver consideration for the following reasons:
  - Short notice PCS/TDY after course start date that prevents attendance at an in-person class (not asynchronous or self-paced distance learning). The length of TDY will be considered when assessing a waiver request. Note: Permissive TDY is not a valid consideration for waiver.
  - Emergency Leave (IAW AR 400-9-20, para 4-5; documentation required)
  - Emergency health issues (documentation required)
  - Hospitalization of a length to preclude course completion, and the vendor disapproved a request for extension (documentation required)
  - Short notice changes in work schedule that interfered with course attendance and completion. Note: Change to work schedule is not a valid consideration for waiver of an asynchronous or self-paced distance learning course. (documentation required)
- You must have all supporting documentation uploaded and submitted for review prior to your suspense date. At a minimum, the following must be provided:
  - DA Form 7793 (Request for Recoupment Waiver). The DA Form 7793 must explain in detail the timelines and circumstances that led to your difficulties completing the exam or course. The DA Form 7793 is signed by the student and endorsed by your Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
    - Include the exam or course start and stop dates, and your course scheduled meeting times and dates.
    - Explain all efforts made to work with your instructor to request an extension or an "I" incomplete grade.
    - Include any request to the academic institution or vendor to issue a refund to the government.
  - Supporting Documentation: You must include supporting information and documents to support your rationale.
    - PCS - Include in your Recoupment Waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, and departure date.
    - TDY - Include in your Recoupment Waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the approved TDY orders (DD Form 1610, Request for Official Travel) showing your name, issue date, departure date, and TDY duration.
    - Emergency Leave (IAW AR 400-9-20, para 4-5): Include in your Recoupment Waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the approved DA Form 31 showing your name, issue date, effective date, leave duration, and Emergency Leave in block B.
    - Hospitalization/Unadopted Health Situation: Include in your Recoupment Waiver request the date the injury/illness occurred. If hospitalized, include the date of admission and the date of discharge (attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date). If you were placed on quarters or convalescent leave, include those dates in your Recoupment Waiver request and attach a copy of approved DD Form 689, Individual Sick Slip indicating quarters at the disposition, DA Form 31 Request and Authority for Leave granting convalescent leave showing name, start date, and stop date, or appropriate documentation.
    - Change of Military Duties: Include in your Recoupment Waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following the change, and the reason for the change. Note: Change in military duties will not be considered if the course is asynchronous or self-paced.
  - Withdrawal from Academic Institution or Vendor: Provide a copy of the withdrawal paperwork or the Change of Enrollment slip with your Recoupment Waiver package.
  - Academic Institution or Vendor Refund/Appeal Action Documentation (optional): Include documentation of applying for an academic institution or vendor refund or appeal.
  - Miscellaneous: Include any other documentation to support your request for a Recoupment Waiver.
- All decisions are based solely on documents provided. Please ensure your package is complete.
- All decisions are final. Ensure that all supporting documents are provided at the same time since reconsiderations will not be granted.
- Should a Recoupment Waiver request be denied, you will be notified via email. At such point, you will be required to submit a recoupment plan.
- If a Recoupment Waiver is approved, you will receive an email notification and no further action is required on your part.

I UNDERSTAND THESE CONDITIONS CANCEL

Soldiers have 3 choices for 'Method of Recoupment' (Soldier must scroll as Waiver does not appear when Soldier first sees it):

1. Lump Sum Payroll Deduction
2. Payroll Deduction (up to 6 months)
3. Waiver (a Request for Recoupment Waiver)



## Select the Reason for Withdrawal, then upload the DA Form 7793

- Dashboard
- Messages
- Military Supervisor
- EDUCATION RECORD
- Funding Requests
- Education Goals
- Documents
- Testing
- Recoupments
- Recoupment Transactions
- Education Programs
- Career Path DECIDE
- MILGEARS
- Research
- INFORMATION
- Resources
- News
- Education Center Visits
- Education Center Events

Version 2.64.1.03

← **Initiate Recoupment**

### Request Details

You are initiating recoupment for the course(s), exam(s), book(s) or material(s), and all associated fees below. Please select the method of recoupment.

Course Code - Title	Suspense Date	Gov Cost
TRAINING - IT-2100 PC Technician	11/16/2024	\$3,100.00
		TOTAL: \$3,100.00

Method of Recoupment\*

↓

Waiver

Recoupment Waiver Reason\*

↓

- PCS
- TDY
- Emergency Leave
- Hospitalization
- Duty Change
- Separation

### Supporting Documentation

Supporting Documentation must be under 4MBs and one of the following file types: pdf

Signed DA Form 7793 (Request for Recoupment Waiver), endorsed by

↓ CHOOSE FILE

Drop files here

Supporting documentations (orders, medical, emergency leave form, etc.)

↓ CHOOSE FILE

Drop files here





‘Waiver’ -> ‘Recoupment Waiver Reason’ -> Upload SUPPORTING DOCUMENTATION (Orders, Medical, Emergency Leave Form, etc.) -> ‘Submit’

NOTE: Supporting documents are no longer required. Upload a signed DA Form 7793 in all required boxes.

NOTE: ‘Waiver’ CAN ONLY BE SELECTED FOR A ‘W’ GRADE!!!

NOTE: Vendors DO NOT have to provide a withdrawal letter/memo (that only applies to TARs)



**DON'T SEE YOUR VENDOR?**



If Soldiers are looking for a specific vendor and don't see them, Soldier can send an ArmyIgnitED message!

Category: Credentialing Assistance (CA) Office

Subject: Request to Add Vendor

Body: Provide information: Vendor name, Vendor URL, Vendor POC, Vendor Email

ACAPO will reach out to the vendor to request they participate



# REQUESTING AN EXTENSION



If a Soldier needs to extend, and they haven't exceeded 1 year from their start date and are not at their ETS date, they can submit an ArmyIgnitED message

Category: Credentialing Assistance (CA) Office

Subject: Request for extension

Body: Provide:  
Name, case number (ID number), title of course, and exact date of extension (example- 5 May 25).

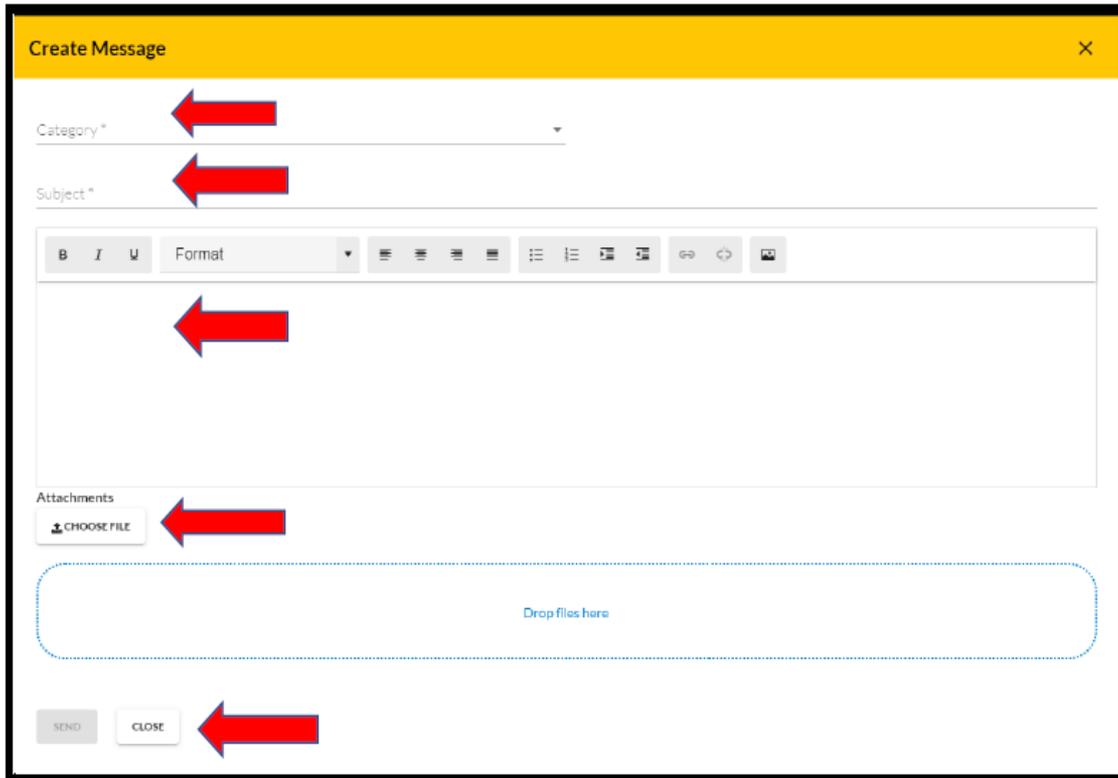
ACAPO will review to ensure they can extend.



# **STATUS CHECK ON CA REQUESTS**



For status on cases that have been moved to finance for payment (and are on the start date), Soldiers must send it through an ArmyIgnitED message



Category: Credentialing Assistance (CA) Finance

Subject: Status of Case (after being moved to finance for payment)

Body:  
Provide Name, case number, title of course.



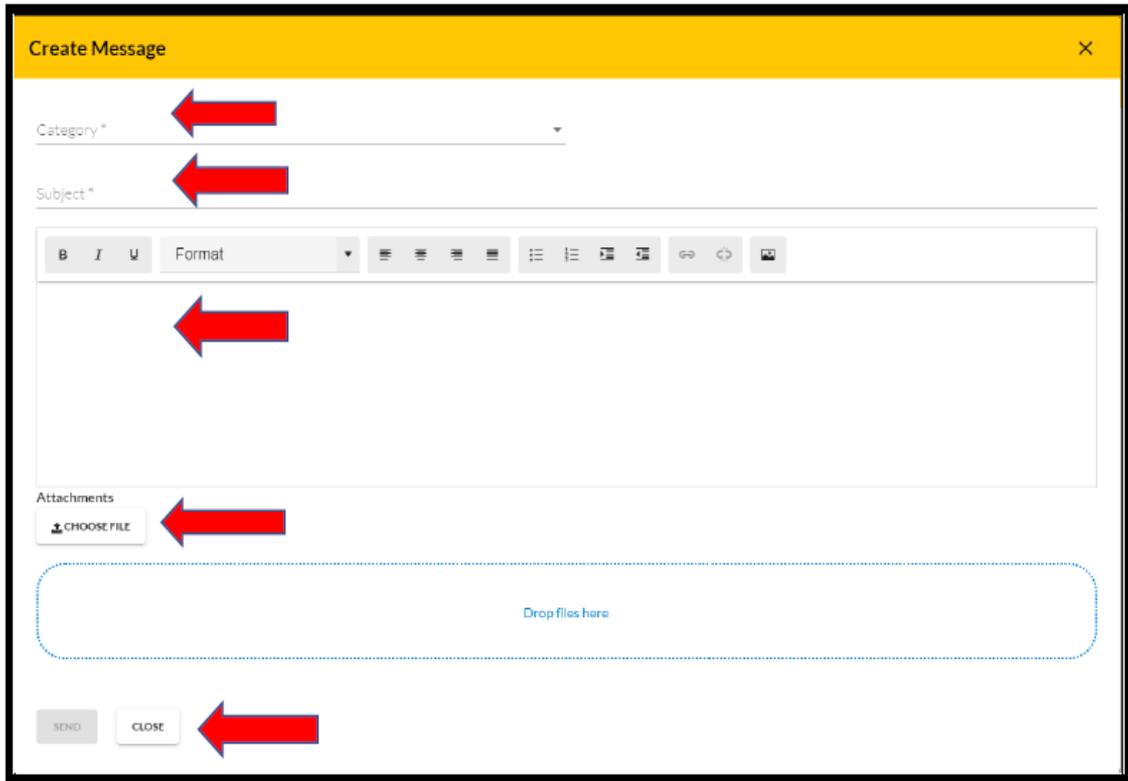
# **TURNING IN CERTIFICATE OF COMPLETION (GRADES) FOR A CA REQUEST**



- If Certificate of Completion is not uploaded within **30 days** after the end date, messages for recoupment will begin
- Vendors can provide pass/fail grades for courses they provide or exams they receive. If they do not receive the grade, it is the Soldier's responsibility to send to ACAPO. ACAPO will then apply the grade in the Soldier's account
- **NOTE! Soldiers who receive a passing grade for CA funded training must submit an exam funding request within 180 days from the date of the passed training to obtain the certification/license. Soldiers who fail to submit a funding request for the exam will be sent to recoupment 181 days after the passed training grade was entered. If funds remaining upon the completion of training are not sufficient to cover the cost of the associated exam, the Soldier must contact the Army Credentialing Assistance Program Office (ACAPO) to alternate completion options. Soldiers who fail the training are not required to submit an exam funding request.**



To turn in a certificate of completion (grade), Soldiers must send it through an ArmyIgnitED message



The screenshot shows the 'Create Message' interface in ArmyIgnitED. It includes a yellow header bar with the title 'Create Message' and a close button. Below the header are two dropdown menus: 'Category\*' and 'Subject\*', both with red arrows pointing to them. A rich text editor follows, with a toolbar containing bold (B), italic (I), underline (U), and a 'Format' dropdown. The main text area is empty, with a red arrow pointing to it. Below the text area is an 'Attachments' section with a 'CHOOSE FILE' button and a red arrow pointing to it. Underneath is a dashed blue box labeled 'Drop files here'. At the bottom are 'SEND' and 'CLOSE' buttons, with a red arrow pointing to the 'CLOSE' button.

Category: Credentialing Assistance (CA) Office

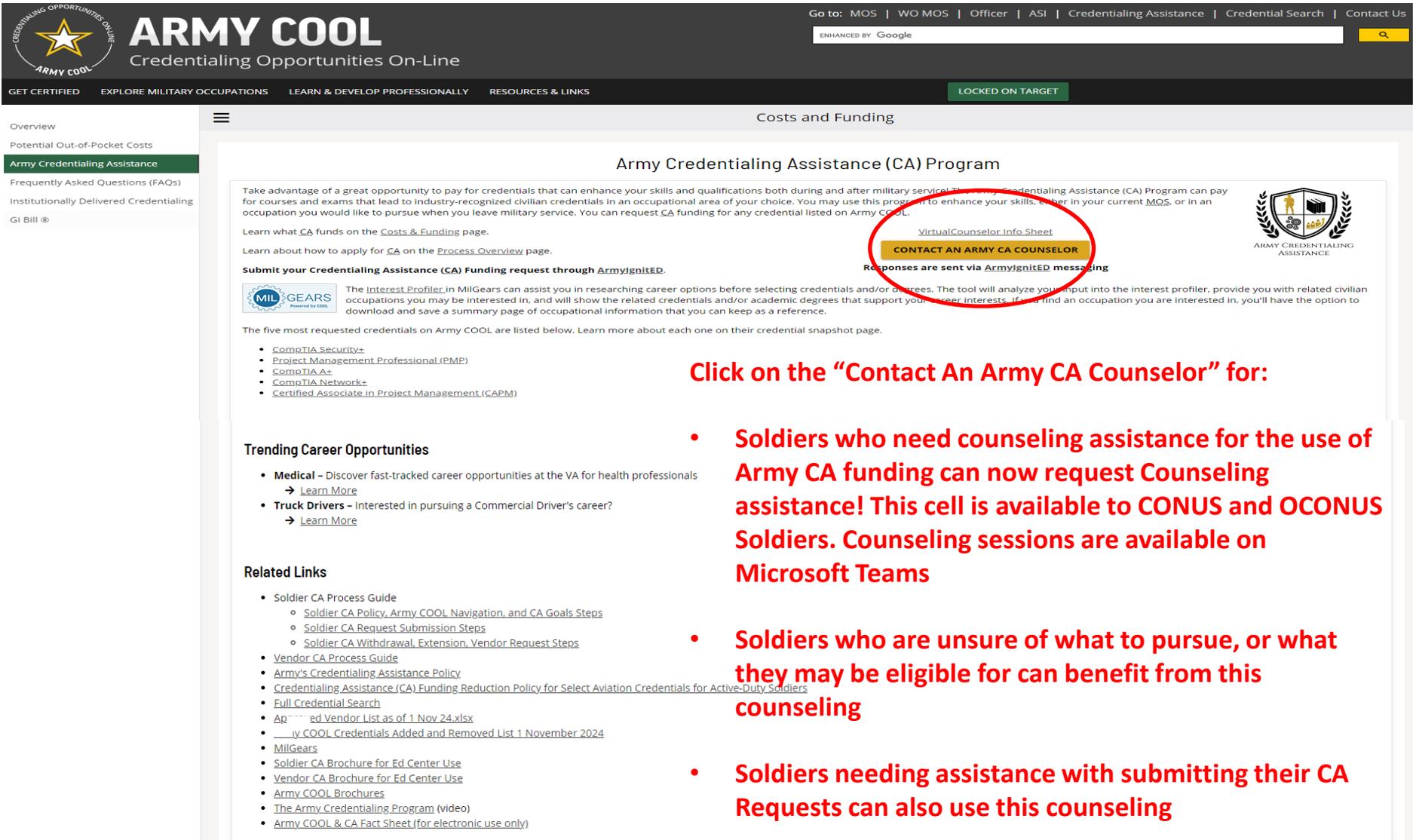
Subject: Request to add Certificate of Completion

Body: Provide:  
Name, case number, title of course.

ACAPO will review and close in ArmyIgnitED.



**Need counseling or assistance with CA?**



**ARMY COOL**  
Credentialing Opportunities On-Line

Go to: MOS | WO MOS | Officer | ASI | Credentialing Assistance | Credential Search | Contact Us

ENHANCED BY Google

GET CERTIFIED | EXPLORE MILITARY OCCUPATIONS | LEARN & DEVELOP PROFESSIONALLY | RESOURCES & LINKS | **LOCKED ON TARGET**

Overview  
Potential Out-of-Pocket Costs  
**Army Credentialing Assistance**  
Frequently Asked Questions (FAQs)  
Institutionally Delivered Credentialing  
GI Bill ®

Costs and Funding

### Army Credentialing Assistance (CA) Program

Take advantage of a great opportunity to pay for credentials that can enhance your skills and qualifications both during and after military service. The Army Credentialing Assistance (CA) Program can pay for courses and exams that lead to industry-recognized civilian credentials in an occupational area of your choice. You may use this program to enhance your skills, either in your current MOS, or in an occupation you would like to pursue when you leave military service. You can request CA funding for any credential listed on Army COOL.

Learn what CA funds on the [Costs & Funding](#) page.

Learn about how to apply for CA on the [Process Overview](#) page.

**Submit your Credentialing Assistance (CA) Funding request through ArmyIgnitED.**

[Virtual Counselor Info Sheet](#)  
**CONTACT AN ARMY CA COUNSELOR**  
Responses are sent via ArmyIgnitED messaging

 The [Interest Profiler](#) in MilGears can assist you in researching career options before selecting credentials and/or degrees. The tool will analyze your input into the interest profiler, provide you with related civilian occupations you may be interested in, and will show the related credentials and/or academic degrees that support your career interests. If you find an occupation you are interested in, you'll have the option to download and save a summary page of occupational information that you can keep as a reference.

The five most requested credentials on Army COOL are listed below. Learn more about each one on their credential snapshot page.

- [CompTIA Security+](#)
- [Project Management Professional \(PMP\)](#)
- [CompTIA A+](#)
- [CompTIA Network+](#)
- [Certified Associate in Project Management \(CAPM\)](#)

#### Trending Career Opportunities

- **Medical** - Discover fast-tracked career opportunities at the VA for health professionals  
→ [Learn More](#)
- **Truck Drivers** - Interested in pursuing a Commercial Driver's career?  
→ [Learn More](#)

#### Related Links

- [Soldier CA Process Guide](#)
  - [Soldier CA Policy, Army COOL Navigation, and CA Goals Steps](#)
  - [Soldier CA Request Submission Steps](#)
  - [Soldier CA Withdrawal, Extension, Vendor Request Steps](#)
- [Vendor CA Process Guide](#)
- [Army's Credentialing Assistance Policy](#)
- [Credentialing Assistance \(CA\) Funding Reduction Policy for Select Aviation Credentials for Active-Duty Soldiers](#)
- [Full Credential Search](#)
- [Approved Vendor List as of 1 Nov 24.xlsx](#)
- [Army COOL Credentials Added and Removed List 1 November 2024](#)
- [MilGears](#)
- [Soldier CA Brochure for Ed Center Use](#)
- [Vendor CA Brochure for Ed Center Use](#)
- [Army COOL Brochures](#)
- [The Army Credentialing Program](#) (video)
- [Army COOL & CA Fact Sheet \(for electronic use only\)](#)

**Click on the "Contact An Army CA Counselor" for:**

- **Soldiers who need counseling assistance for the use of Army CA funding can now request Counseling assistance! This cell is available to CONUS and OCONUS Soldiers. Counseling sessions are available on Microsoft Teams**
- **Soldiers who are unsure of what to pursue, or what they may be eligible for can benefit from this counseling**
- **Soldiers needing assistance with submitting their CA Requests can also use this counseling**

  
ARMY CREDENTIALING ASSISTANCE



## Army Credentialing Assistance Program Page:

[https://www.cool.osd.mil/army/costs\\_and\\_funding/army\\_credential\\_assistance.htm](https://www.cool.osd.mil/army/costs_and_funding/army_credential_assistance.htm)



ARMY CREDENTIALING  
ASSISTANCE