

SOLDIERS USING THE GOARMYED HELPDESK

STEP ONE: ACCESS THE HELPDESK PAGE

The screenshot shows the GoArmyEd website interface with several columns of navigation links. Three red-bordered boxes with white text and red arrows provide instructions:

- STEP TWO:** Scroll To Bottom Of The GAE Page You Are On. (Arrow points to the footer area)
- STEP THREE:** All Web Pages In GAE Have A HELPDESK Link At The Bottom Of Each Page. (Arrow points to the footer area)
- STEP FOUR:** Click The Word HELPDESK. (Arrow points to the circled 'Helpdesk' link in the footer)

The footer area contains the following text: Accessibility Statement | Privacy Act | **Helpdesk** | Feedback | Sitemap
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The website content includes the following sections:

- Home**
 - Account Information
 - Change Password
 - Technology Support
 - Education Centers
 - Glossary of Acronyms
- Reports**
 - Detail Counselor Log
 - Summary Counselor Log
 - Test Summary
- Student Recognition**
 - Graduates
 - Making the Grade
 - Success Stories
- ACES Resources**
 - CE List
 - Class Roster
 - Class Schedule
 - GoArmyEd Marketing Resources
 - TCO User Report
 - User Role Report
- Earn a Degree or Credential**
 - Class Schedule
 - College Success Resources
 - Credentialing - COOL
 - GED/High School Completion
 - Online Training Resources
 - Schools and Programs
 - SOC Army Degrees (SOCAD)
 - SOCAD Army Career Degrees
- Programs and Services**
 - Academic Testing
 - Army Personnel Testing
 - Education Counseling
 - FAST
 - GoArmyEd Course Evaluation Summaries
 - JST Transcripts
 - Multi-use Learning Facilities
 - Postsecondary Programs
 - Troops to Teachers
- Money for College**
 - Army College Fund
 - External Sources of Funding
 - Financial Aid
 - GI Bill
 - Loan Repayment Program
 - Scholarships
 - Top-Up
 - Tuition Assistance
 - VEAP
- GoArmyEd**
 - About GoArmyEd
 - ACES Mission Statement
 - Education Centers
 - GoArmyEd Policy and Army Regulation 621-5
 - Related Links
- College of the American Soldier**
 - Career NCO Degrees Program
 - Enlisted Education Program
- Army Civilian Education and Training**
 - Army Career Tracker
 - ACES Registration (CHRTAS)
 - CTLD Homepage
 - Document Library
 - DTS Helpdesk
 - DTS Login
 - SF182 Instructions Memo

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USING THE GOARMYED HELPDESK PAGE

The screenshot shows the GoArmyEd Helpdesk interface. It is divided into several sections:

- Known Issues:** A section with a warning icon and the text "Email Delays". A red box highlights the text "Current GAE System Issues Can Be Viewed by Clicking the View Link" with an arrow pointing to a "View..." link.
- Current Helpdesk Call Wait Times:** A section stating "Average Call Wait Times is Medium. If your issue is not urgent, we encourage you to create an online helpdesk case or call when wait times are low."
- Instructional Videos and Training Resources:** A section titled "Soldiers" containing several video links:
 - Uploading a document in eFile:** How to upload a document in eFile
 - Enroll in a class:** How to enroll in class through GoArmyEd
 - Withdraw from a class:** How to withdraw from a class for military reasons
 - Tuition Assistance Request Process:** How to request tuition assistance through the Tuition Assistance Request process in GoArmyEd
 - Printing approved Tuition Assistance Request:** How to print an approved Tuition Assistance Request in GoArmyEd
 - Resolving a Rejected Request Tuition Assistance (TA) Form:** How to resolve a rejected Request Tuition Assistance (TA) Form
- Helpdesk Hours of Operation:** A section stating "Monday through Friday: 7:00 a.m. to 7:00 p.m. Eastern Time" and "Saturday and Sunday: Closed".
- Helpdesk Contact Information:** A section with a "Create Helpdesk Case" link, a phone number "1-800-817-9990" circled in red, and a link "List of Toll Free Numbers Outside of Continental United States". A red box highlights the text "HELPDESK Cases Can Be Created".
- Track Cases:** A section with a "Track Helpdesk Cases" link, "Army Education Counselor:" links for "View CRM Case Queue" and "View My Cases", and "CE:" links for "View CRM Case Queue" and "View My Cases".
- Help Resources:** A section with a "General Technology Support" link.

Additional callouts include:

- A red box with the text "For Just In Time Support, You Can Quickly Refer GAE Reference Videos To See How Tasks Can Be Completed." pointing to the instructional videos section.
- A red box with the text "Technical Questions Such As Password Reset, User ID, How To Load A Document To The Efile Should Be Directed to GAE HELPDESK A Phone Call." pointing to the phone number.