



Credentialing Assistance (CA) Frequently Asked Questions

Q: How do I apply for Credentialing Assistance?

A: First, go to <https://www.cool.osd.mil/army/> to find an approved credential and training vendor. Second, go to www.armyignited.com to submit the request.

Q: Will I incur a Military Service Obligation (MSO) if I use Credentialing Assistance (CA)?

A: No. Effective 13 October 2021, Enlisted, Officer and Warrant Officers shall incur no service obligation in order to utilize Credentialing Assistance funding.

Q: I am currently using Federal Tuition Assistance (TA). May I combine Federal TA and CA?

A: Yes. Soldiers are authorized to combine Federal TA and C, but not to exceed \$4000/Fiscal Year for combined use.

Q: Does Federal TA pay for books and fees since CA pays for books and fees?

A: No. Under current policy, Federal TA may only be used toward tuition (no fees/books). Credentialing Assistance may be used toward the cost of the credentialing courses, exams, and credentialing related books, fees, study guides, etc.

Q: Can my spouse use Credentialing Assistance (CA)?

A: No. Only eligible Soldiers are able to utilize CA.

Q: I've already completed training for a Credential. Will CA pay for just the exam?

A: Yes. Soldiers who meet all pre-requisites to sit for the exam are able to use CA to sit for the exam only. The Soldier must provide documentation that they meet all pre-requisites to sit for the exam before funding will be approved. CA can also pay for re-certifications as your credentials expire over time.

Q: I've already used all of my TA, can I use CA?

A: Yes, only if the Soldier has not already reached the \$4,000 FY limit. Soldiers may use their remaining FY funds to obtain an approved Credential. If the Soldier used all 16 Semester Hours of TA at the \$250/SH rate, they are ineligible for CA use until the following FY.

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