



# Requesting Installation Access Process

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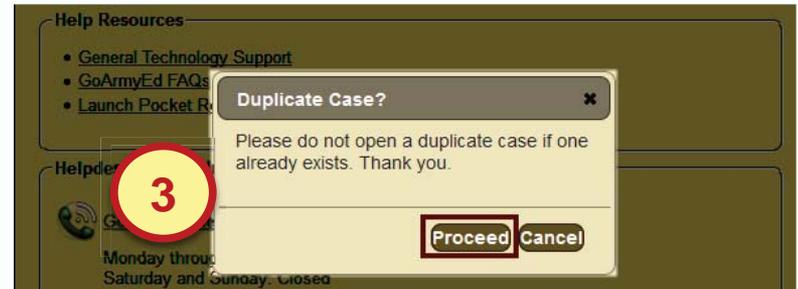
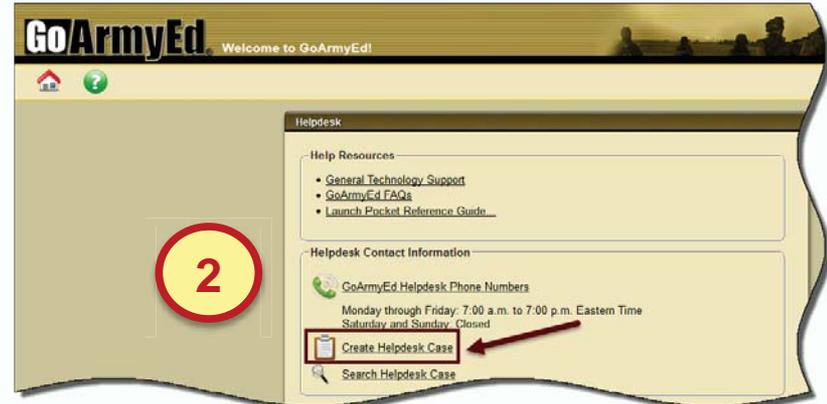
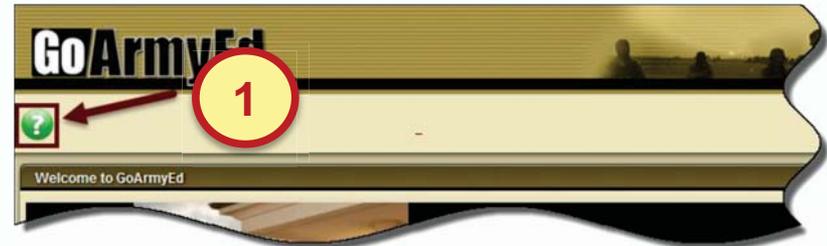
Release 8.10 (26 Sep 2015)



# Requesting Installation Access through a Public Helpdesk Case

Users without GoArmyEd accounts can create a **“Request Installation Access”** public helpdesk case by doing the following:

1. Navigate to [www.goarmyed.com](http://www.goarmyed.com) and select the green Question Mark icon to access the Helpdesk Resources page.
2. Select the **“Create Helpdesk Case”** link.
3. When the duplicate message appears, users select the **“Proceed”** button to continue.





# Requesting Installation Access through a Public Helpdesk Case (cont)

The **Create Helpdesk Case** page appears, which gives users the option to create a case depending on type. Because the user is not logged in, contact information is requested.

4. Users must enter contact information.
5. Users must enter a subject in the **“Subject”** field.
6. Users select a Case Type from the drop down menu and select **“Request Installation Access”** to submit visitation requests.

Users who do not want to request installation access can select the Case Type of **“Other”**

The screenshot shows the 'Create Helpdesk Case' page on the GoArmyEd website. The page has a yellow header with the GoArmyEd logo and the text 'Welcome to GoArmyEd!'. Below the header is a navigation bar with a home icon and a question mark icon. The main content area is titled 'Create Helpdesk Case' and contains a note: 'NOTE: If you have a GoArmyEd username and password, please log in to your account and create a helpdesk case after you log in. The case will appear in your Support Summary refer to the case for updates.' Below the note is a instruction: 'Please fill in the following information and click the Create Case button below. Fields marked with an \* are required.' The form is divided into two sections: 'Case General Information' and 'Detailed Description of the Problem'. The 'Case General Information' section includes fields for '\*First Name:', '\*Last Name:', '\*Email:', and '\*Contact Number:'. A checkbox labeled 'Please check if you cannot be contacted by email:' is located below these fields. The 'Detailed Description of the Problem' section includes a dropdown menu for '\*Please select your Case Type:' with options 'Other' and 'Request Installation Access'. A text area for '\*Detailed description of the problem (NOTE: The more detail you provide, the better we can serve you.)' is located below the dropdown menu. A note at the bottom of the form states: 'Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters.' Three red circles with numbers 4, 5, and 6 are overlaid on the form. Circle 4 is positioned over the contact information fields. Circle 5 is positioned over the subject field. Circle 6 is positioned over the case type dropdown menu.



# Requesting Installation Access through a Public Helpdesk Case (cont)

7. A pop up message appears stating the user agrees to the terms listed in the forms and selects “OK” to proceed.
8. Users select the installation they want to visit by selecting the drop-down arrow. Cases will route to the selected installation’s unassigned queue.

I acknowledge by submitting this case I agree to the terms listed in the Annex A and Annex B forms.

7 OK

Create Helpdesk Case

NOTE: If you have a GoArmyEd username and password, please [log in](#) to your account and create a helpdesk case after you log in. The case will appear in your Support Summary and you will be able to

Please fill in the following information and click the Create Case button below. Fields marked with an \* are required.

**Case General Information**

\*First Name:  First Name is required

\*Last Name:  Last Name is required

\*Email:  Email is required

\*Contact Number:  Contact Number is required

Please check if you cannot be contacted by email:

\*Subject:  Subject is required

\*Please select your Case Type:

\*Please select an Installation:

Please download, fill out, and work with the ESO on the completed PDF to request access to the Installation Center.  
[Link to download Annex A \(Educational Institution Request for Access to Army Installation/Activity\)](#)  
[Link to download Annex B \(Education Disclosure/Checklist\)](#)

**Detailed Description of the Problem**

\*Detailed description of the problem (NOTE: The more detail you provide, the better we can serve you)  
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review.

Please provide the information below:

1. Installation/Activity:
2. Institution Name:
3. Institution Address:

Create Case

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# Requesting Installation Access through a Public Helpdesk Case (cont)

9. Select the hyperlinks to download the Annex A and Annex B documents.
- **Annex A to OPORD – Education Institution Request for Access to Army Installation/Activity** includes basic institution information and includes a section for the Education Services Officer's (ESO) decision to approve or deny access.
  - **Annex B to OPOR” – Educational Disclosure/Checklist** includes questions about the institution's classes, etc., so the ESO can evaluate the institution's request for installation access.

When the helpdesk case is received by the ESO, the ESO should respond directly through email so the case originator can reply with the attached documents.

**Create Helpdesk Case**

NOTE: If you have a GoArmyEd username and password, please [log in](#) to your account and create a helpdesk case after you log in. The case will appear in your Support S

Please fill in the following information and click the Create Case button below. Fields marked with an \* are required.

**Case General Information**

\*First Name:  First Name is required

\*Last Name:  Last Name is required

\*Email:  Email is required

\*Contact Number:  Contact Number is required

Please check if you cannot be contacted by email:

\*Subject:  Subject is required

\*Please select your Case Type: Request Installation Access

\*Please select an Installation:  Select an Installation

Please download, fill out, and work with the ESO on the completed PDF to request access to the Installation Center.  
[Link to download Annex A \(Educational Institution Request for Access to Army Installation/Activity\)](#)  
[Link to download Annex B \(Education Disclosure/Checklist\)](#)

**Detailed Description of the Problem**

\*Detailed description of the problem (NOTE: The more detail you provide, the better we can serve you.)  
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other sp

Please provide the information below:

1. Installation/Activity:  
2. Institution Name:  
3. Institution Address:

**Create Case**



# Requesting Installation Access through a Public Helpdesk Case (cont)

10. The “Detailed Description of the Problem” textbox will prepopulate with questions from both forms that must be completed.

**Create Helpdesk Case**

NOTE: If you have a GoArmyEd username and password, please [log in](#) to your account and create a helpdesk case after you log in. The case will appear in your Support Summary and you will be able to track the case.

Please fill in the following information and click the Create Case button below. Fields marked with an \* are required.

**Case General Information**

\*First Name:  First Name is required

\*Last Name:  Last Name is required

\*Email:  Email is required

\*Contact Number:  Contact Number is required

Please check if you cannot be contacted by email:

\*Subject:   
Subject is required

\*Please select your Case Type:

\*Please select an Installation:

Please download, fill out, and work with the ESO on the completed PDF to request access to the Installation Center.  
[Link to download Annex A \(Educational Institution Request for Access to Army Installation/Activity\)](#)  
[Link to download Annex B \(Education Disclosure/Checklist\)](#)

**Detailed Description of the Problem**

\*Detailed description of the problem (NOTE: The more detail you provide, the better we can serve you.)  
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review the text before submitting.

Please provide the information below:

1. Installation/Activity:
2. Institution Name:
3. Institution Address:

**10**

**Create Case**



# Requesting Installation Access from GoArmyEd Account – Schools

School users with existing GoArmyEd accounts have the option to create a **“Request Installation Access”** case when creating a new helpdesk case. This case will be routed to the Education Center’s unassigned case queue.

SSN/EIN :	Not Available	TA Funding Status :
Date of Birth :	Not Available	User Id :
User Name :	dcast052	Degree Plan :
User Type :	Active: Invoice Admin, LOI, Course Data Entry, Course Admin, Primary POC	Servicing Education Center :
PA Type :	Not Available	Primary Phone :

Fields marked with an \* are required.

Case User Contact Information

Alternate Phone:

Case General Information

\*Please select your Case Type:

- ACTEDS-funded SF 182 Billing Questions
- Army Civilian - Career Program Questions
- Army Civilian - Training Command Questions
- Command-funded SF 182 Billing Questions
- Counseling Request
- Course Planner Questions
- Course/Class Data
- Degree Map/Plan Change
- Degree Program Management
- DoD MOU Questions
- Grant G-3/5/7 Batch Course/Class Upload Permissions
- Invoicing
- Military Education Transcript
- Onboarding Process
- Other
- Policy Questions
- Request Installation Access**
- SOCAD Policy Questions
- Technical Issue
- Training/Using GoArmyEd

Detailed Description of the Problem

\*Subject:

Please attach any relevant file here

\*Description :



# Requesting Installation Access from GoArmyEd Account – Schools (cont)

- School users can download, complete, and upload relevant documents to the case
- Once the case is submitted, email correspondence between the ESO and case creator is expected. The school case originator can also track the case in their own case queue.
- The following modifications were made to the Helpdesk Case Creation page for Schools:
  - Added Request Installation Access case type
  - Added required drop down to choose installation
  - Allowed attachments of 1 PDF, user can add the 2nd PDF via “Add note” feature

The screenshot shows a web form titled "Case General Information". At the top, there is a dropdown menu for "Case Type" set to "Request Installation Access". Below this is a table with four columns: "Case Type Description", "Reference Document", "Help Tips", and "Instructional". The table contains two rows of information. Below the table is another dropdown menu for "Please select an Installation:". The "Detailed Description of the Problem:" section includes a "Subject:" text field, a "Please attach any relevant file here" section with a "Browse..." button, and a "Description" section with a list of required information: 1. Installation/Activity, 2. Institution Name, and 3. Institution Address. At the bottom of the form are "Submit" and "Cancel" buttons.

Case Type Description	Reference Document	Help Tips	Instructional
Use this case type for Requesting Installation Access - Annex A		N/A	
Use this case type for Requesting Installation Access - Annex B		N/A	



# Taking Action on Requesting Installation Access Cases: New Subcategories

For ESOs taking action on a “Request Installation Access” case, four new subcategories have been added for internal tracking purposes:

- Approve
- Pending
- More Information Requested
- Disapprove/Deny

Select New Action:  
Close Case 

Please attach any relevant file here:

Note: This functionality is NOT intended to replace the submission of eFile documents.  
File size is limited to 4096KB.  
Please zip the file if it exceeds 4096KB.  
Upload time will vary depending on the connection speed.  
Filename must not exceed 250 characters. If exceeded, the file may not upload successfully.

Issue Category:  
Request Installation Access

Issue Subcategory:  
Request Installation Access - Pending   
Request Installation Access - Approve  
Request Installation Access - Deny  
Request Installation Access - More information Required  
Request Installation Access - Pending

Priority:  
 Normal  High

Case Resolution: (Max 3000 Characters)  
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with the text that you have pasted and remove the special characters.

Check if you attempted to contact the student  
 Action Required?



# Related Enhancements

- On the public GoArmyEd site, a description has been added about this new functionality in the “Future Changes to GoArmyEd” section

### Future Changes to GoArmyEd



Need to Request Access to an Installation? Please use the new 'Request Installation Access' option when creating a helpdesk case.

- Updates to the ACES dashboard:
  - New dashboard count in the “Pending Request” section of the ACES home page for Request Installation Access case type
  - Visible to ACES, ESO, HQ ACES

### Pending Request

There are 64 TA Eligible Role requests currently pending approval. [View CRM Case Queue](#)

There are 398 Course Planner requests currently pending approval. [View Course Planner Queue...](#)

There are 9 pending Request Installation Access cases in the unassigned queue. [View Request Installation Access Queue](#)