



# **Educational Assistance Program (EAP) Application User Guide**





## Education Assistance Program (EAP) Application

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### Notes



## Education Assistance Program (EAP) Application

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## **Introduction**

PHEAA and the Pennsylvania Department of Military and Veterans Affairs (DMVA) administer the Education Assistance Program to provide assistance for students who enter into a service commitment with the Pennsylvania National Guard for a period of six years. The PA National Guard Educational Assistance Program (EAP) application is an on-line application available through the student or consumer portal, which may be accessed through [www.pheaa.org](http://www.pheaa.org).

This user guide describes how to access and complete the on-line EAP application.

## Access from the PHEAA Website

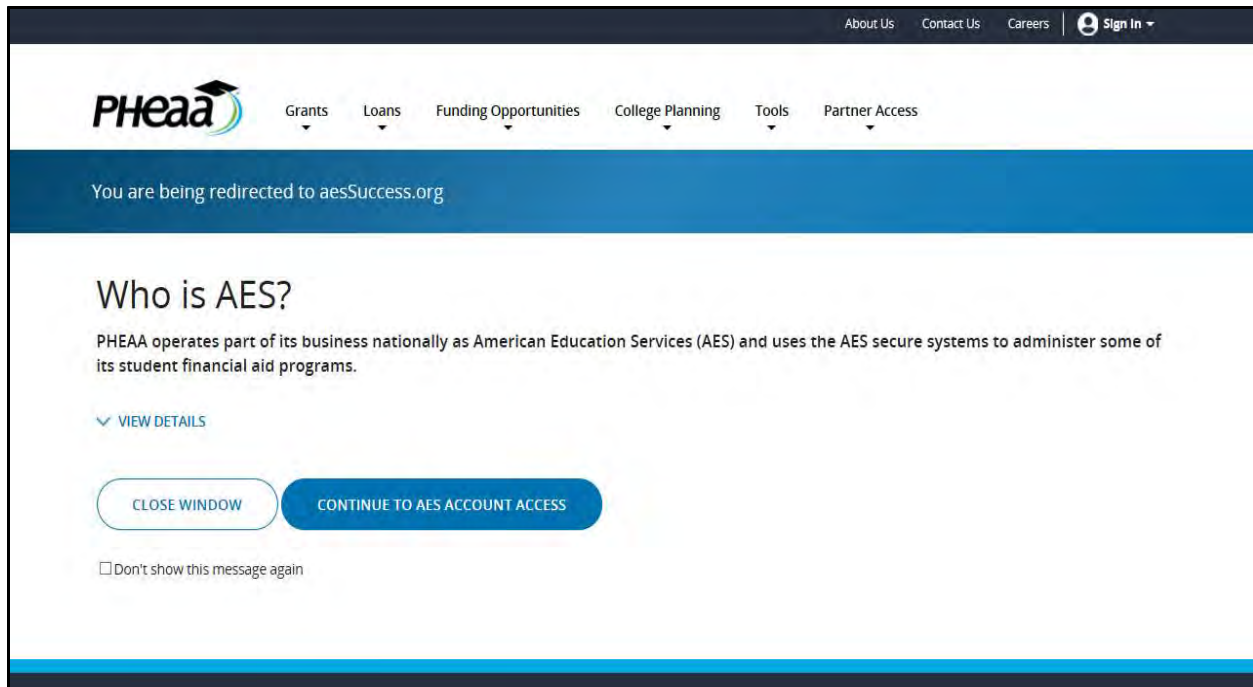
1. Enter the following URL in a Web browser: [www.pheaa.org](http://www.pheaa.org).

The PHEAA home page displays.



2. Click **Sign In** and then **Borrowers/Students** at the top corner of the screen.

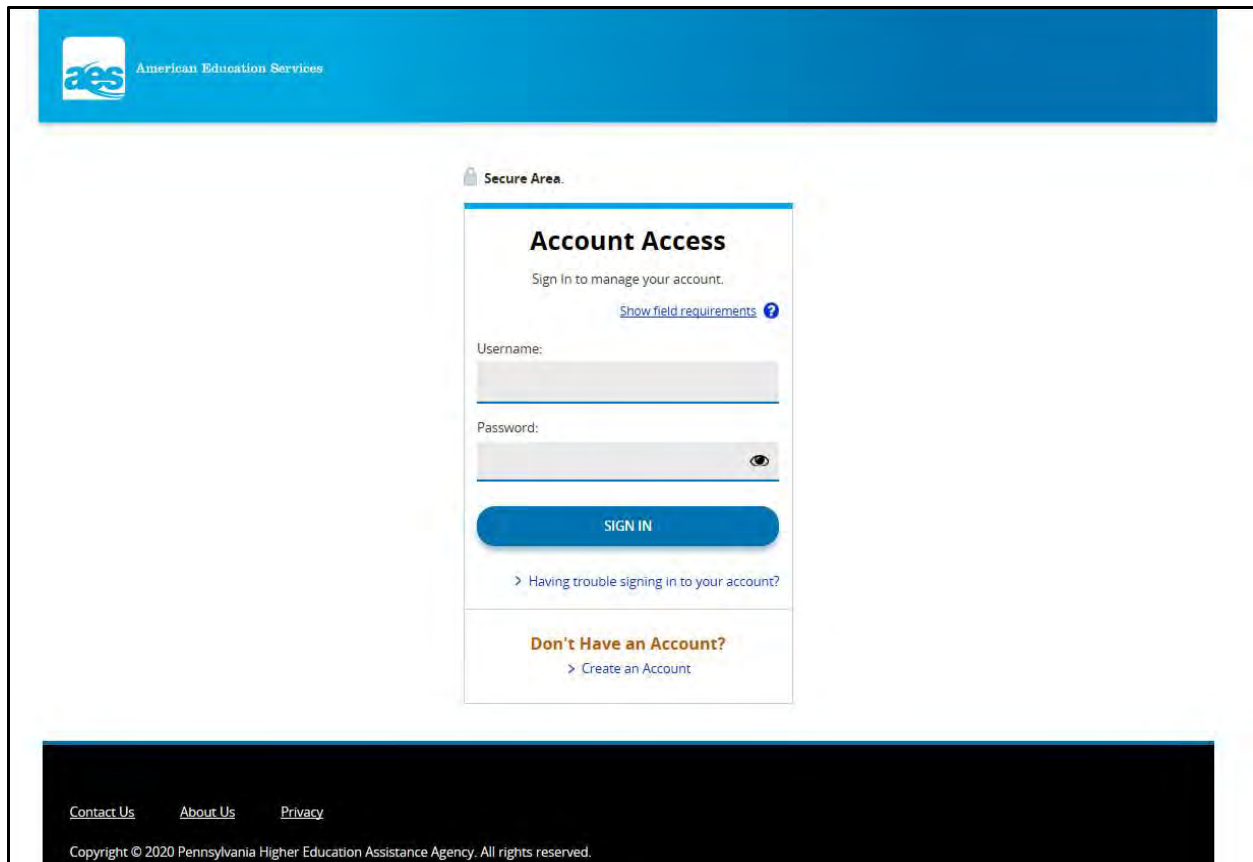
The **Who is AES?** page displays.



This page explains that the consumer will be redirected to the AES Account Access website.

3. Click the **Continue to AES Account Access** button to view the **Account Access Sign In** page.

The **Account Access Sign In** page displays.



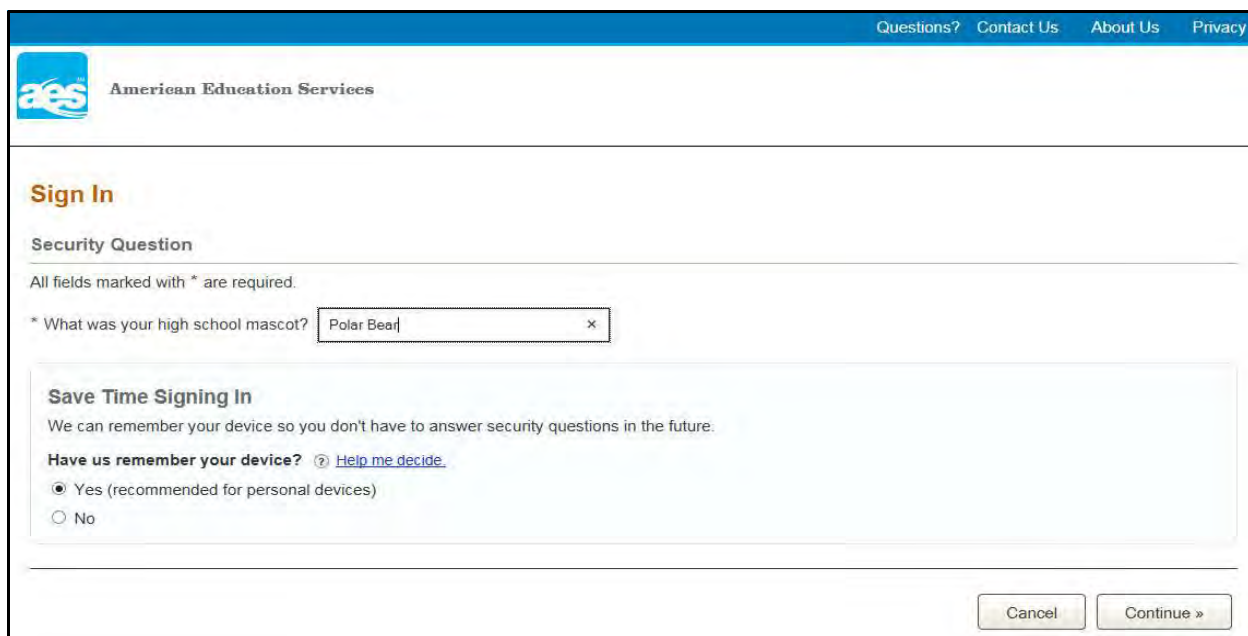
The screenshot shows the 'Account Access' sign-in page. At the top, there is a blue header with the 'aes' logo and the text 'American Education Services'. Below this, a 'Secure Area.' label is visible. The main content area contains a white box with the title 'Account Access' and the instruction 'Sign In to manage your account.' A link for 'Show field requirements' with a question mark icon is present. There are input fields for 'Username:' and 'Password:', with a toggle icon for password visibility. A blue 'SIGN IN' button is located below the password field. A link '> Having trouble signing in to your account?' is positioned below the button. At the bottom of the white box, there is a section titled 'Don't Have an Account?' with a link '> Create an Account'. The footer of the page is dark blue and contains links for 'Contact Us', 'About Us', and 'Privacy', along with the copyright notice 'Copyright © 2020 Pennsylvania Higher Education Assistance Agency. All rights reserved.'

4. In the **Username** field, enter the consumer's name.
5. In the **Password** field, enter the consumer's password.
6. Click the **SIGN IN** button.



## Education Assistance Program (EAP) Application

The **Account Access** page displays with a security question.



Use this page to answer the security question and determine whether to opt out of the security question in the future.

**NOTE:** This page displays if the consumer has not opted to have the computer remembered.

7. Enter the response to the security question. This field is required.
8. Click **Yes (recommended for home computers)** to remember the computer to avoid answering security questions for each login or **No** to not remember this computer. This field is required.

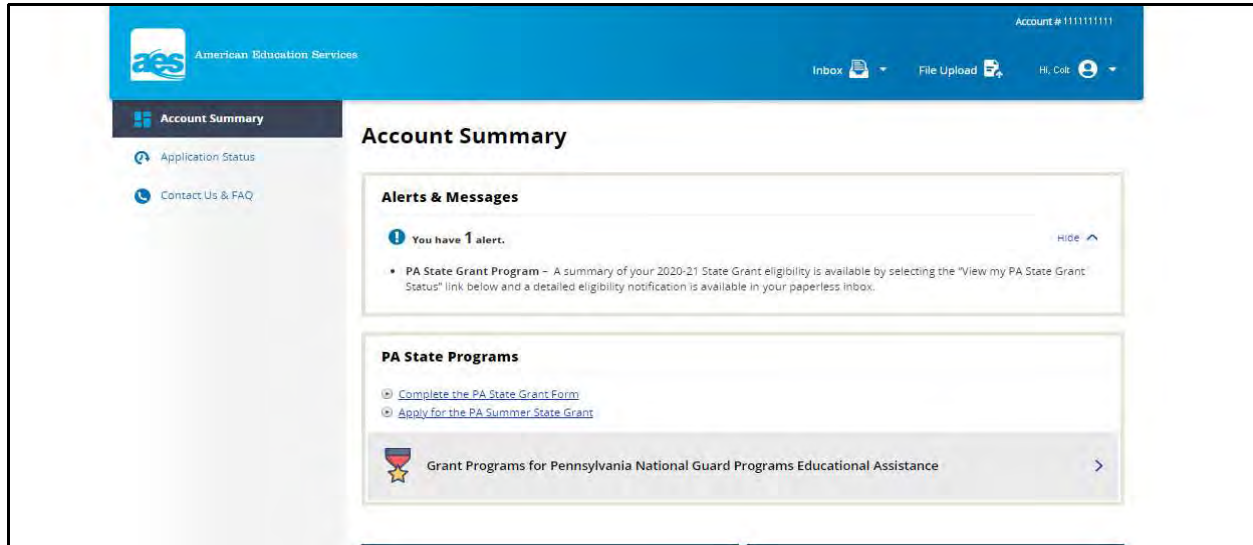
**NOTE:** Security questions are required when the user forgets the password and it needs to be reset.

9. Click the **Continue** button.



## Education Assistance Program (EAP) Application

The **Account Summary** page displays for the consumer.



10. Click the **Grant Programs for Pennsylvania National Guard Programs Educational Assistance** link.

## Education Assistance Program (EAP) Application

The **PA National Guard Programs** page displays.

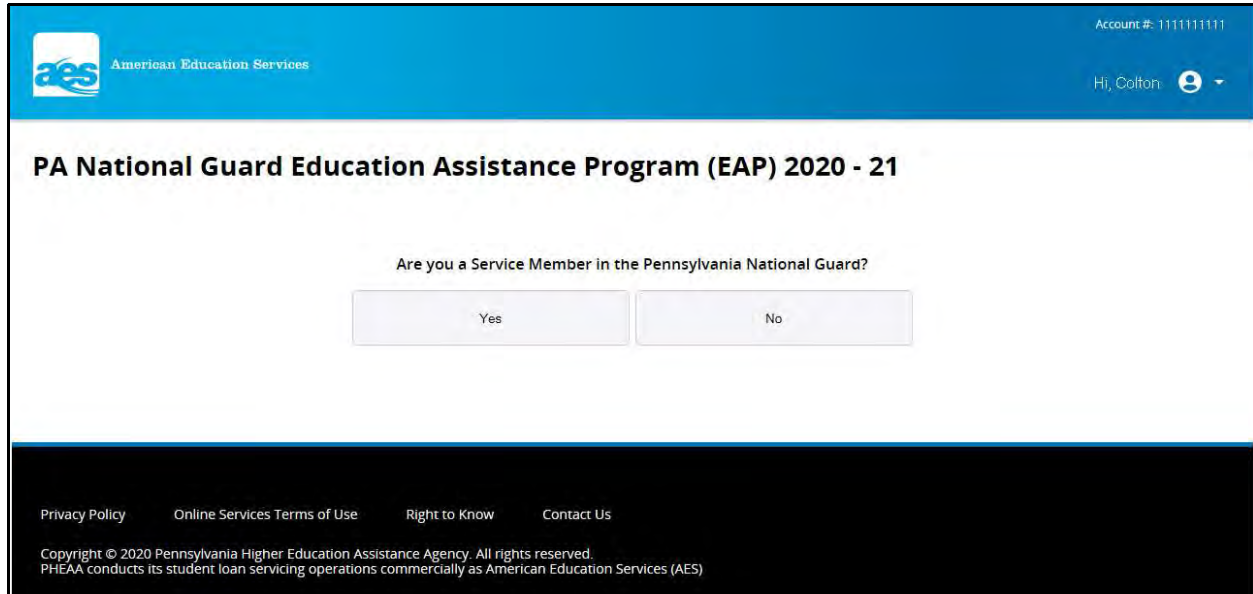


11. If the consumer is unsure which program to apply for, click the **HELP ME DECIDE** link. Refer to the National Guard Quiz section for more details.
12. Click the **APPLY NOW** button under the Educational Assistance Program (EAP) section to apply for the Educational Assistance Program.

**NOTE:** Refer to the user guide for the Military Family Education Program (MFEP) to review more information about applying for the Military Family Education Program.

## Education Assistance Program (EAP) Application

The **PA National Guard Education Assistance Program (EAP)** page displays.



Account #: 1111111111

Hi, Colton

### PA National Guard Education Assistance Program (EAP) 2020 - 21

Are you a Service Member in the Pennsylvania National Guard?

Yes No

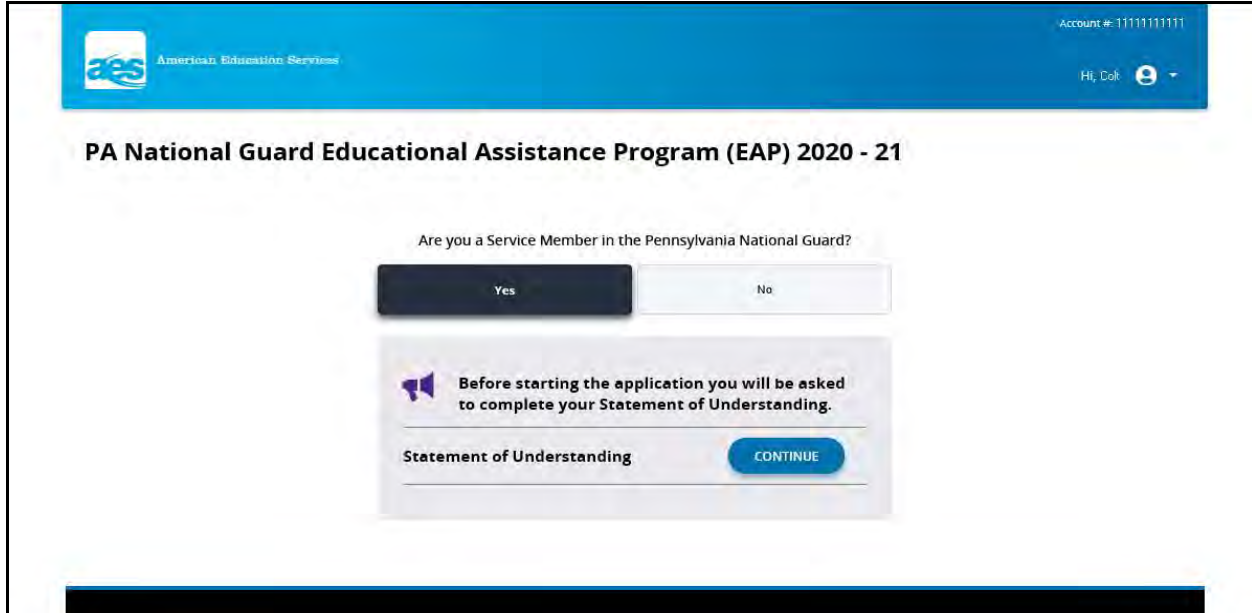
[Privacy Policy](#) [Online Services Terms of Use](#) [Right to Know](#) [Contact Us](#)

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PHEAA conducts its student loan servicing operations commercially as American Education Services (AES)

13. Click **Yes** or **No** to answer the following question: **Are you a Service Member in the Pennsylvania National Guard?**

## Education Assistance Program (EAP) Application

The **Statement of Understanding** message displays.



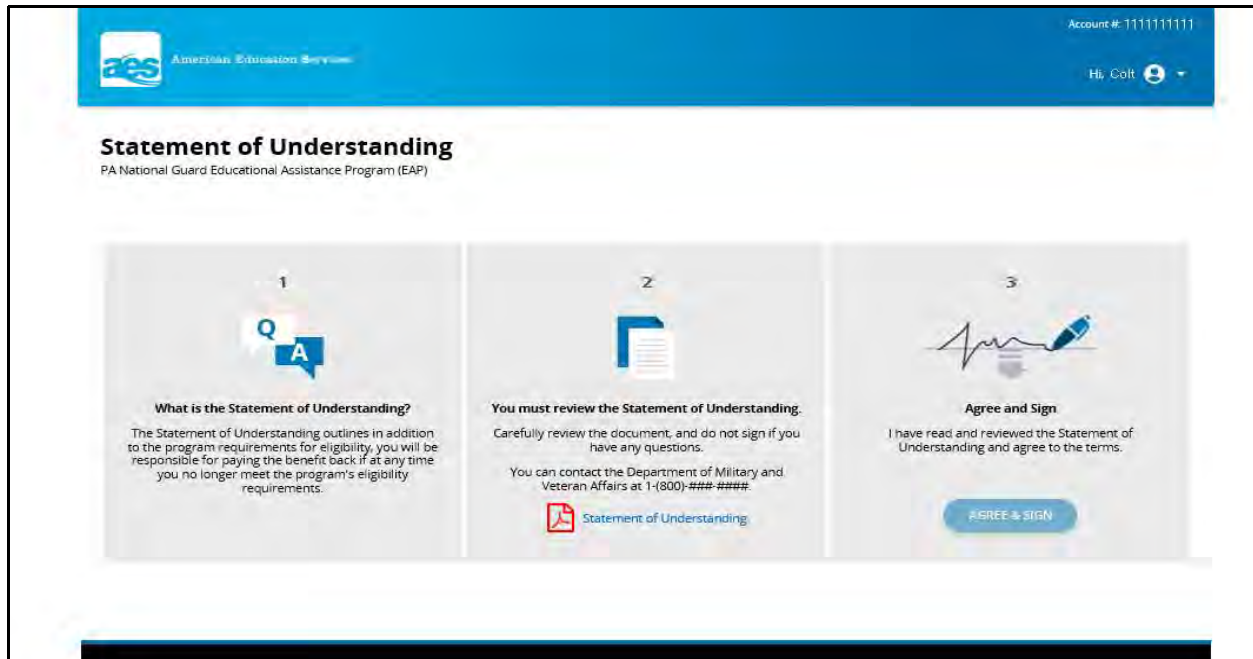
Before starting the application, the consumer must complete and read the Statement of Understanding.

**NOTE:** Only first-time applicants are required to complete the Statement of Understanding before completing the application.

14. Click the **CONTINUE** button.

## ***Statement of Understanding***

The **Statement of Understanding** page displays.

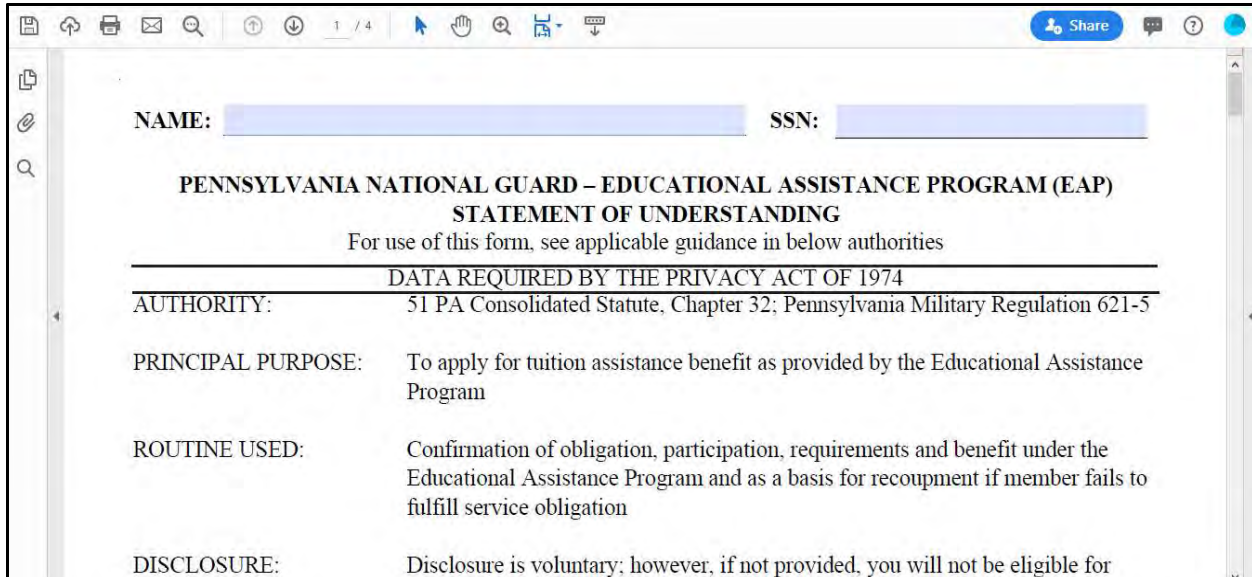


This screen describes the Statement of Understanding.

1. Click the PDF icon for the **Statement of Understanding** to open it.

**Education Assistance Program (EAP) Application**

The Statement of Understanding PDF opens.



NAME:  SSN:

**PENNSYLVANIA NATIONAL GUARD – EDUCATIONAL ASSISTANCE PROGRAM (EAP)**  
**STATEMENT OF UNDERSTANDING**  
For use of this form, see applicable guidance in below authorities

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**DATA REQUIRED BY THE PRIVACY ACT OF 1974**

AUTHORITY: 51 PA Consolidated Statute, Chapter 32; Pennsylvania Military Regulation 621-5

PRINCIPAL PURPOSE: To apply for tuition assistance benefit as provided by the Educational Assistance Program

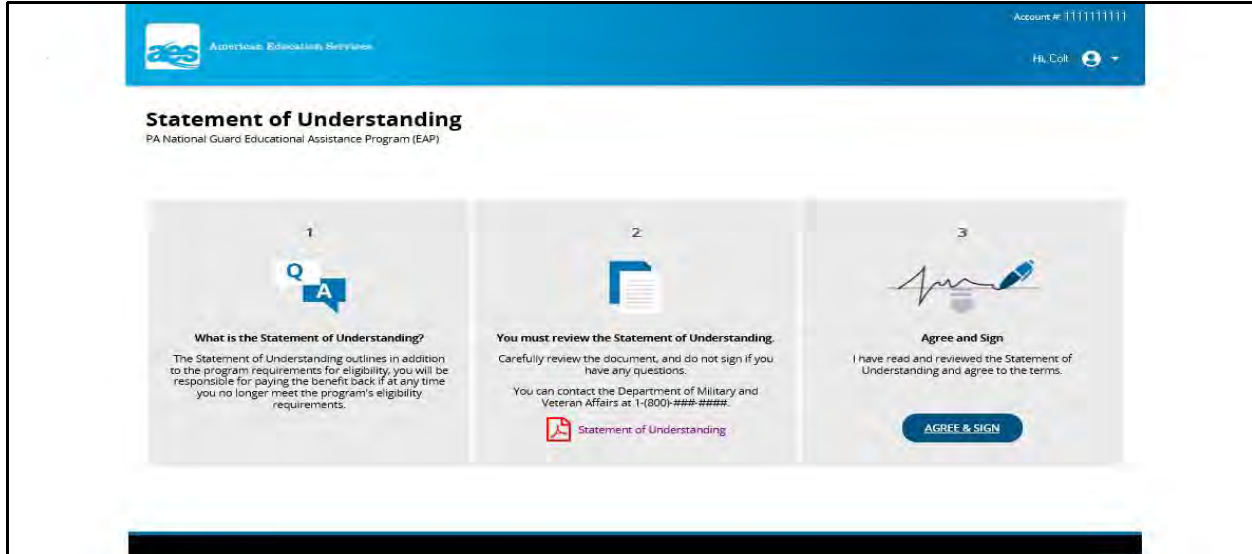
ROUTINE USED: Confirmation of obligation, participation, requirements and benefit under the Educational Assistance Program and as a basis for recoupment if member fails to fulfill service obligation

DISCLOSURE: Disclosure is voluntary; however, if not provided, you will not be eligible for

2. Scroll down to read each page.
3. Close the PDF.

## Education Assistance Program (EAP) Application

The **Statement of Understanding** page redisplay.



The screenshot shows the PHEAA website interface for the Statement of Understanding page. The header is blue with the PHEAA logo on the left and the text "Assistance. Education. Success." on the right. Below the header, the page title "Statement of Understanding" is displayed, followed by the subtitle "PA National Guard Educational Assistance Program (EAP)". The main content area is divided into three numbered steps:

- 1**  
**What is the Statement of Understanding?**  
The Statement of Understanding outlines in addition to the program requirements for eligibility, you will be responsible for paying the benefit back if at any time you no longer meet the program's eligibility requirements.
- 2**  
**You must review the Statement of Understanding.**  
Carefully review the document, and do not sign if you have any questions.  
You can contact the Department of Military and Veteran Affairs at 1-(800)-###-####.  
[Statement of Understanding](#)
- 3**  
**Agree and Sign**  
I have read and reviewed the Statement of Understanding and agree to the terms.  
**AGREE & SIGN**

4. Click the **AGREE & SIGN** button.



## Education Assistance Program (EAP) Application

The **Statement of Understanding** page redisplay with the Congratulations message.

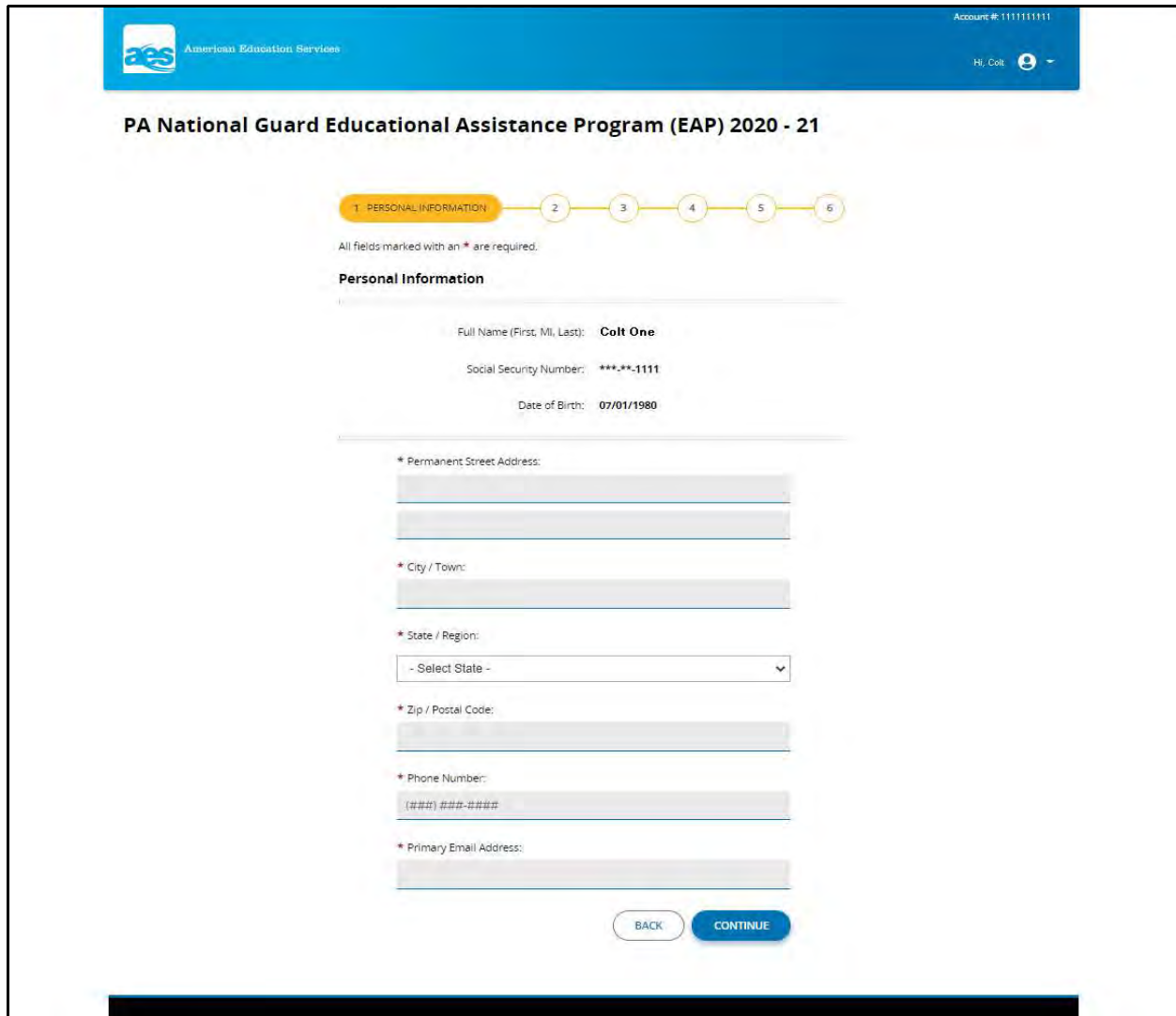
**NOTE:** Click the **Save Document Now** link under the Congratulations message to save the Statement of Understanding.

This page displays the list of additional information that is required in order to complete the EAP application.

5. If the consumer has their information available to apply, click the **APPLY NOW** button.

## Personal Information

The **Personal Information** page displays.



Account #: 1111111111

Hi, Colt

### PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 PERSONAL INFORMATION 2 3 4 5 6

All fields marked with an \* are required.

#### Personal Information

Full Name (First, MI, Last): **Colt One**

Social Security Number: **\*\*\*-\*\*-1111**

Date of Birth: **07/01/1980**

\* Permanent Street Address:

\* City / Town:

\* State / Region:

- Select State -

\* Zip / Postal Code:

\* Phone Number:

(###) ###-####

\* Primary Email Address:

BACK CONTINUE

The top of the page displays the service member's full name, Social Security number and Date of Birth.

1. In the **Permanent Street Address** fields, enter one or two lines for the service member's street address. This field is required.
2. In the **City/Town** field, enter the name of the service member's city of residence. This field is required.



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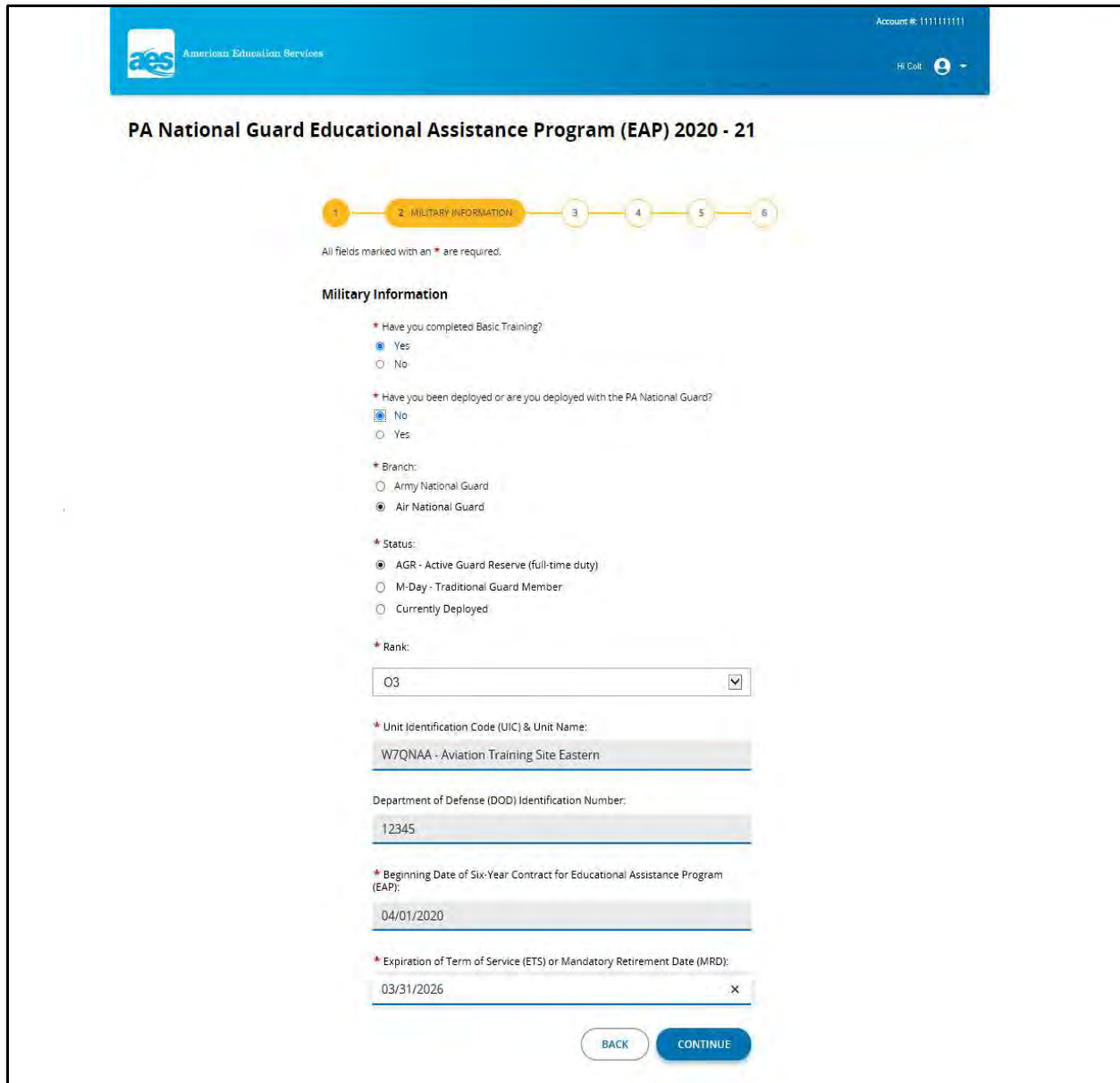
## Education Assistance Program (EAP) Application

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3. In the **State/Region** field, click the drop-down arrow to select the state or region of the service member's residence. This field is required.
4. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.
5. In the **Phone Number** field, enter the service member's phone number. This field is required.
6. In the **Primary Email Address** field, enter the service member's primary email address. This field is required.
7. Click the **CONTINUE** button.

## Military Information

The **Military Information** page displays.



Account #: 1111111111

Hi Colt

### PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 2 MILITARY INFORMATION 3 4 5 6

All fields marked with an \* are required.

#### Military Information

\* Have you completed Basic Training?

☒ Yes

☐ No

\* Have you been deployed or are you deployed with the PA National Guard?

☒ No

☐ Yes

\* Branch:

☐ Army National Guard

☒ Air National Guard

\* Status:

☒ AGR - Active Guard Reserve (full-time duty)

☐ M-Day - Traditional Guard Member

☐ Currently Deployed

\* Rank:

O3

\* Unit Identification Code (UIC) & Unit Name:

W7QNAA - Aviation Training Site Eastern

Department of Defense (DOD) Identification Number:

12345

\* Beginning Date of Six-Year Contract for Educational Assistance Program (EAP):

04/01/2020

\* Expiration of Term of Service (ETS) or Mandatory Retirement Date (MRD):

03/31/2026

BACK CONTINUE

1. Select **Yes** or **No** to the following question: **Have you completed Basic Training?** This field is required.
2. Select **Yes** or **No** to the following question: **Have you been deployed or are you deployed with the PA National Guard?** This field is required.

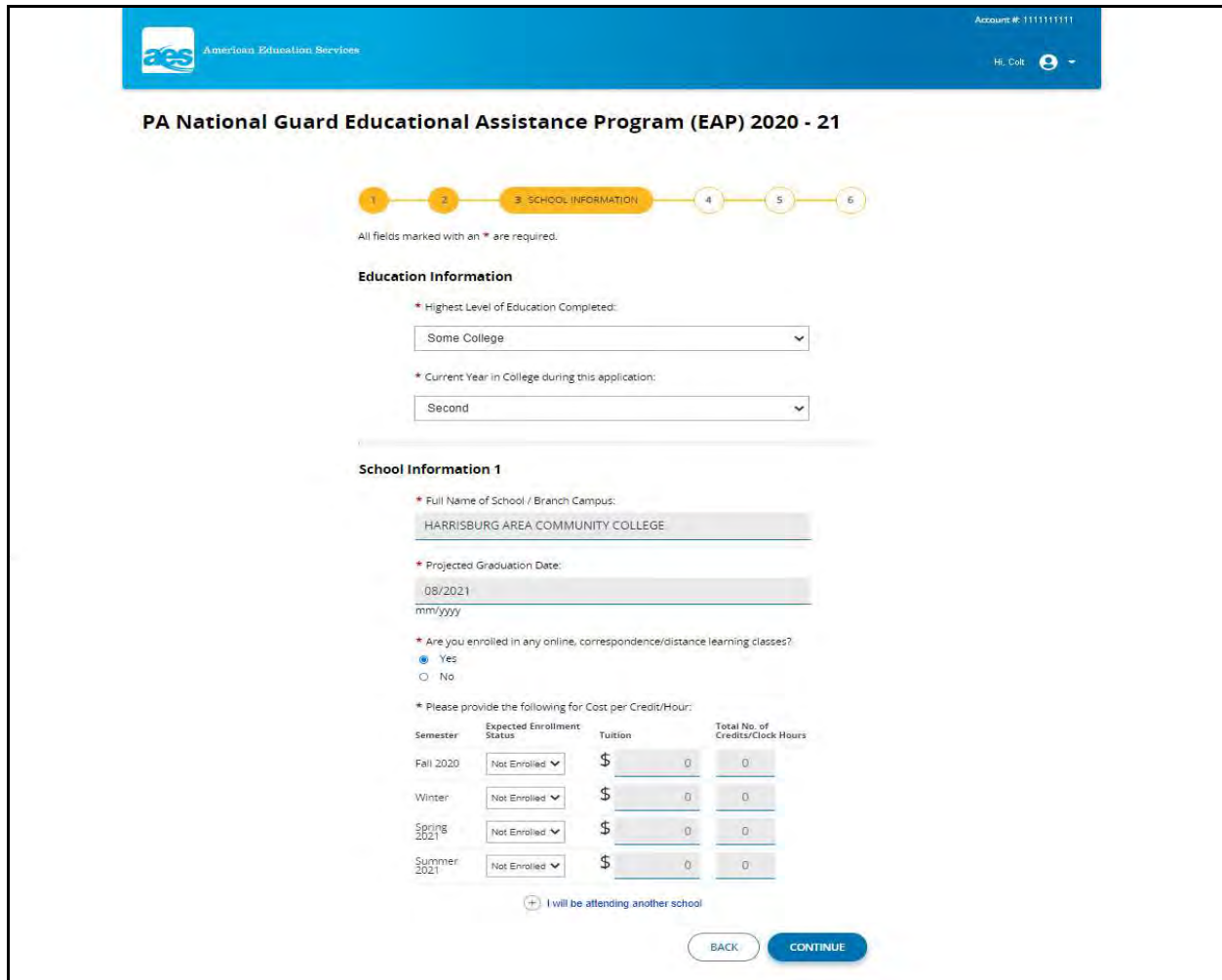


## Education Assistance Program (EAP) Application

3. In the **Branch** section, select **Army National Guard** or **Air National Guard**. This field is required.
4. In the **Status** field, select the appropriate National Guard status. This field is required.
5. In the **Rank** field, click the drop-down arrow to select the military rank of the service member. This field is required.
6. In the **Unit Identification Code (UIC) & Unit Name** field, click on the field and select the Unit Identification Code and Name from the list. This field is required.
7. In the **Department of Defense (DOD) Identification Number** field, enter the DOD identification number.
8. In the **Beginning Date of Six-Year Contract for Education Assistance Program (EAP)** field, enter the beginning date of the contract for EAP in MM/DD/YYYY format. This field is required.
9. In the **Expiration of Term of Service (ETS) or Mandatory Retirement Date (MRD)** field, enter the term of service ending date or the mandatory retirement date in MM/DD/YYYY format. This field is required.
10. Click the **CONTINUE** button.

## School Information

The **School Information** page displays.



PA National Guard Educational Assistance Program (EAP) 2020 - 21

Account #: 1111111111

Hi, Colt

1 2 3 SCHOOL INFORMATION 4 5 6

All fields marked with an \* are required.

**Education Information**

\* Highest Level of Education Completed:

Some College

\* Current Year in College during this application:

Second

**School Information 1**

\* Full Name of School / Branch Campus:

HARRISBURG AREA COMMUNITY COLLEGE

\* Projected Graduation Date:

08/2021

mm/yyyy

\* Are you enrolled in any online, correspondence/distance learning classes?

☒ Yes

☐ No

\* Please provide the following for Cost per Credit/Hour:

Semester	Expected Enrollment Status	Tuition	Total No. of Credits/Clock Hours
Fall 2020	Not Enrolled	\$ 0	0
Winter	Not Enrolled	\$ 0	0
Spring 2021	Not Enrolled	\$ 0	0
Summer 2021	Not Enrolled	\$ 0	0

I will be attending another school

1. In the **Highest Level of Education Completed** field, click the drop-down arrow to select the highest level of education. This field is required.
2. In the **Current Year of College during this Application** field, select the year in college. This field is required.
3. In the **Full Name of School/Branch Campus** field, enter the full name of the school or select from the list. This field is required.
4. In the **Projected Graduation Date** field, enter the projected graduation date in MM/DD/YYYY format. This field is required.

5. Select **Yes** or **No** to the following question: **Are you enrolled in any online, correspondence/distance learning classes?** This field is required.

In the tuition section, complete the following fields as needed for each semester or quarter. At least one row of enrollment and tuition information is required.

6. In the **Expected Enrollment Status** field, click the drop-down arrow to select the expected enrollment status for the term.
7. In the **Tuition** field, enter the total amount of tuition for the term.
8. In the **Total No. of Credits/Clock Hours** field, enter the total number of credits or clock hours expected to be completed for the term.
9. Repeat steps 6 through 8 for each term as needed.
10. Click the link **I will be attending another school** to add information about another school.

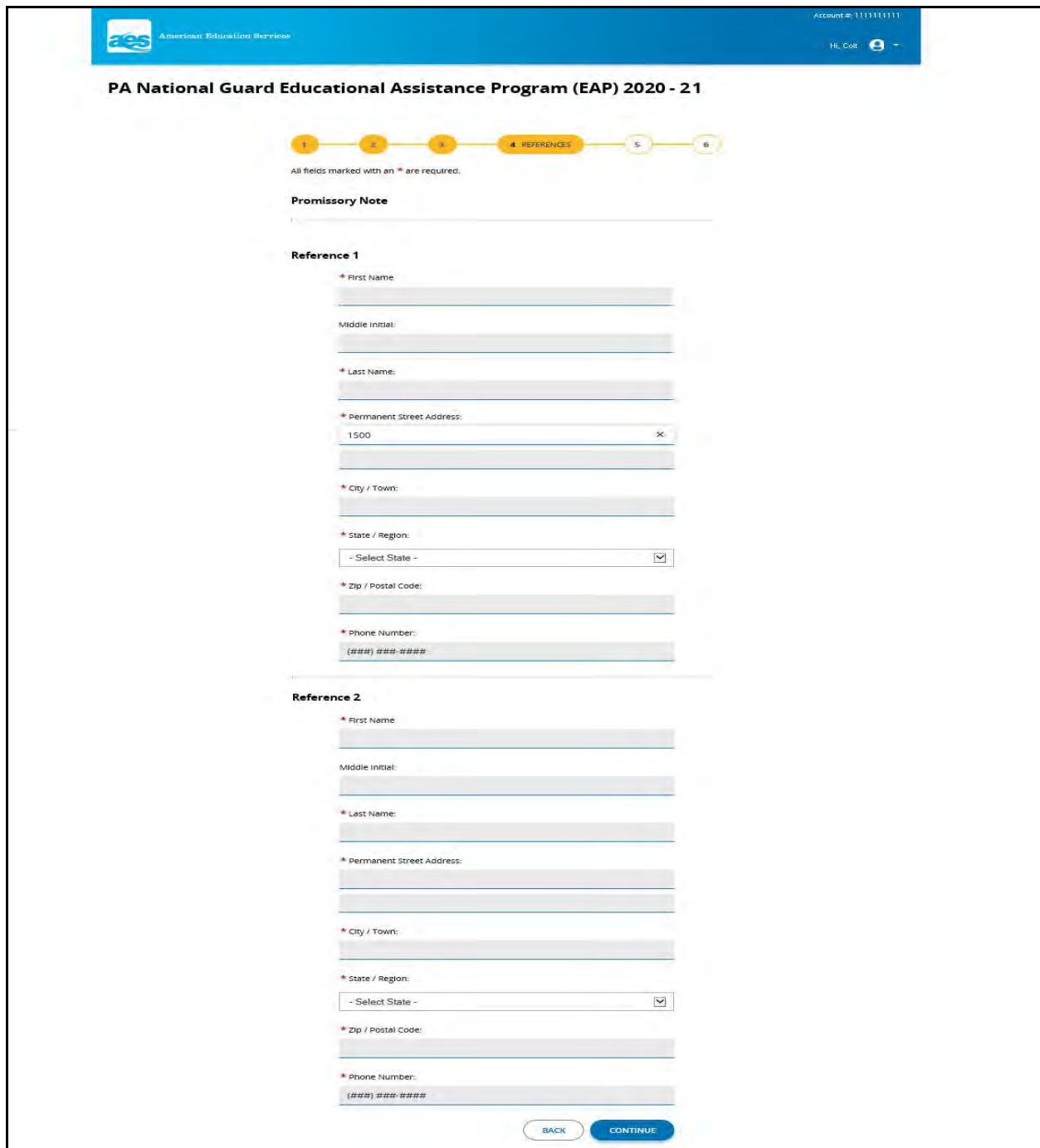
**NOTE:** The service member can only enter one school per term.

11. Click the **CONTINUE** button.



## References

The **References** page displays.



The screenshot shows the 'References' page of the PA National Guard Educational Assistance Program (EAP) 2020 - 21 application. The page is part of the American Education Services (AES) system. At the top, there is a blue header with the AES logo and the text 'American Education Services'. On the right side of the header, it says 'Account #: 1111111111' and 'Hi, Colt' with a user icon. Below the header, the title 'PA National Guard Educational Assistance Program (EAP) 2020 - 21' is displayed. A progress bar at the top indicates the current step is '4 REFERENCES', with steps 1 through 6 shown. Below the progress bar, a note states 'All fields marked with an \* are required.' The 'Promissory Note' section is currently empty. The 'Reference 1' section contains the following fields: \* First Name, Middle Initial, \* Last Name, \* Permanent Street Address (with a dropdown for state/region), \* City / Town, \* State / Region (with a dropdown menu), \* Zip / Postal Code, and \* Phone Number (with a format hint '(###) ###-####'). The 'Reference 2' section contains identical fields to Reference 1. At the bottom of the page, there are 'BACK' and 'CONTINUE' buttons.

Two references are required for the application.

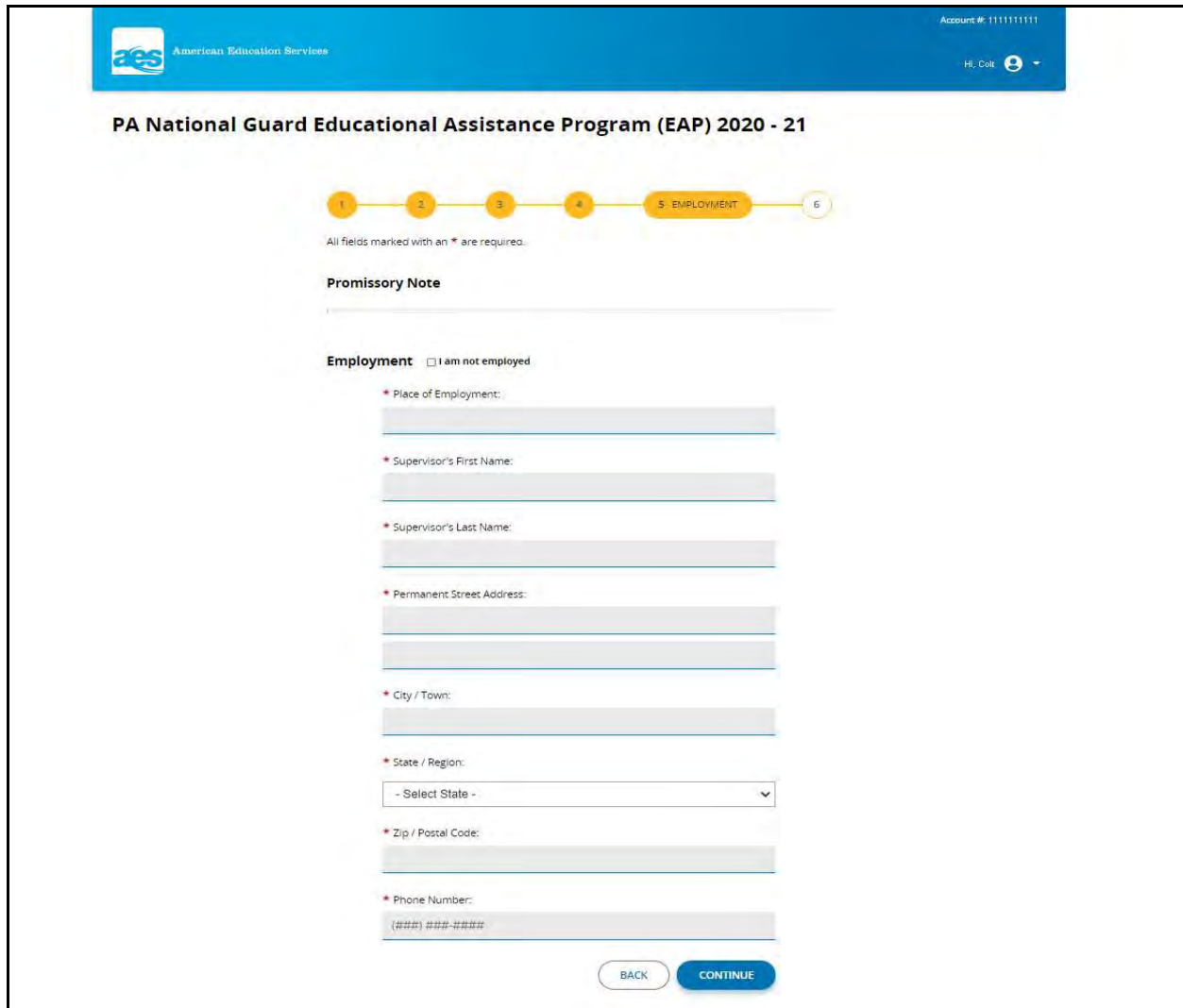


## Education Assistance Program (EAP) Application

1. In the **Reference 1** section, enter the **First Name** of the first reference. This field is required.
2. In the **Middle Initial** field, enter the middle initial of the first reference.
3. In the **Last Name** field, enter the last name of the first reference. This field is required.
4. In the **Permanent Street Address** fields, enter one or two lines for the first reference's street address. This field is required.
5. In the **City/Town** field, enter the name of the first reference's city of residence. This field is required.
6. In the **State/Region** field, click the drop-down arrow to select the state or region of the first reference's residence. This field is required.
7. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.
8. In the **Phone Number** field, enter the first reference's phone number. This field is required.
9. In the **Reference 2** section, enter the **First Name** of the second reference. This field is required.
10. In the **Middle Initial** field, enter the middle initial of the second reference.
11. In the **Last Name** field, enter the last name of the second reference. This field is required.
12. In the **Permanent Street Address** fields, enter one or two lines for the second reference's street address. This field is required.
13. In the **City/Town** field, enter the name of the second reference's city of residence. This field is required.
14. In the **State/Region** field, click the drop-down arrow to select the state or region of the second reference's residence. This field is required.
15. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.
16. In the **Phone Number** field, enter the second reference's phone number. This field is required.
17. Click the **CONTINUE** button.

## Employment

The **Employment** page displays.



Account #: 1111111111

Hi, Colt

**PA National Guard Educational Assistance Program (EAP) 2020 - 21**

1 2 3 4 5 **EMPLOYMENT** 6

All fields marked with an \* are required.

**Promissory Note**

**Employment** ☐ I am not employed

\* Place of Employment:

\* Supervisor's First Name:

\* Supervisor's Last Name:

\* Permanent Street Address:

\* City / Town:

\* State / Region:

- Select State -

\* Zip / Postal Code:

\* Phone Number:

(###) ###-####

BACK CONTINUE

1. Check **I am not employed** if not employed while attending college or serving in the PA National Guard. If not employed, click the **Continue** button to access the next page.

If employed, all other fields are required.

2. In the **Place of Employment** field, enter the name of the employer. This field is required.
3. In the **Supervisor's First Name** field, enter the supervisor's first name. This field is required.




## Education Assistance Program (EAP) Application

4. In the **Supervisor's Last Name** field, enter the supervisor's last name. This field is required.
5. In the **Permanent Street Address** field, enter up to two lines for the permanent street address of the employer. This field is required.
6. In the **City/Town** field, enter the name of the city or town of the employer. This field is required.
7. In the **State/Region** field, click the drop-down arrow to select the state or region. This field is required.
8. In the **Zip/Postal Code** field, enter the ZIP or postal code of the employer. This field is required.
9. In the **Phone Number** field, enter the phone number of the employer. This field is required.
10. Click the **CONTINUE** button.

## Education Assistance Program (EAP) Application

### Verify & Sign

The **Verify & Sign** page displays.


Amateur Education Services

Account #: 1111111111  
Hi, Colt

### PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 2 3 4 5 6. VERIFY & SIGN

**Personal Information**
Edit

Full Name (First, MI, Last): **Colt One**  
Social Security Number: **\*\*\*-\*\*-1111**  
Date of Birth: **07/01/1980**  
Address: **1200 N State Street  
Harrisburg, PA 17112**  
Phone Number: **717720000**  
Primary Email Address: **someone@pheaa.org**

**Military Information**
Edit

Have you completed Basic Training? **Yes**  
Have you been deployed or are you deployed with the PA National Guard? **No**  
Branch: **Army National Guard**  
Status: **AGR - Active Guard Reserve (full-time duty)**  
Rank: **E2**  
Unit Identification Code (UIC) and Unit Name: **W8BRWF - Pennsylvania Army National Guard**  
Department of Defense (DOD) Identification Number: **1234567890**  
Beginning Date of Six-Year Contract for Educational Assistance Program (EAP): **06/02/2020**  
Expiration of Term of Service (ETS) Date or Mandatory Retirement Date (MRD): **10/01/2030**

**School Information**
Edit

Highest Level of Education Completed: **Some College**  
Current Year in College during this Application: **Second**  
Full Name of School/Branch Campus 1: **HARRISBURG AREA COMMUNITY COLLEGE  
00327300 - HARRISBURG, PA**  
Projected Graduation Date: **08/2021**  
Are you enrolled in any online, correspondence distance learning classes? **No**  
Fall Cost and Credits/Hours: **Not Enrolled**  
Spring Cost and Credits/Hours: **Not Enrolled**  
Summer Cost and Credits/Hours: **\$3000 Tuition / 12 Credits**

**References**
Edit

Reference 1 Full Name (First, Last): **John Person**  
Address: **100 N Seventh Street  
Harrisburg, PA 17112**  
Phone Number: **(717) 720-0000**  
Reference 2 Full Name (First, Last): **Sally Someone**  
Address: **1200 N Seventh Street  
Harrisburg, PA 17112**  
Phone Number: **(717) 555-1234**

**Employment Information**
Edit

Place of Employment: **PA National Guard**  
Supervisor's Full Name (First, Last): **Joe Gee**  
Employer Address: **100 Place Street  
Lebanon, PA 17064**  
Phone Number: **(717) 720-4321**

Before you can continue, you must review and accept the [Terms & Conditions](#).  
You will be signing both your EAP application and Master Promissory Note.

SIGN & SUBMIT



## Education Assistance Program (EAP) Application

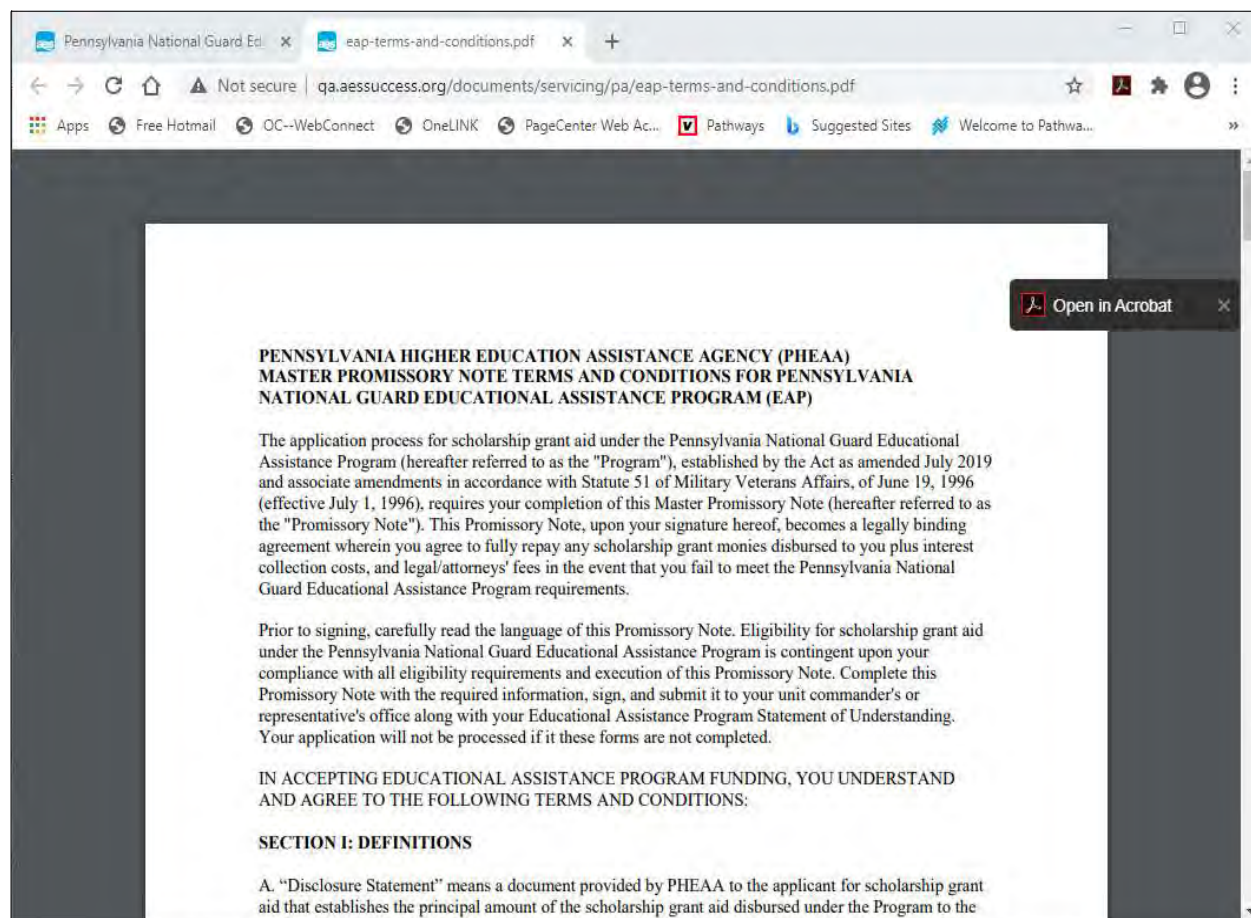
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This page is used to verify the information and entered and review and accept the terms and conditions.

1. If any information is incorrect, click the **Edit** link next to that section to return to that information page to make corrections.
2. Click the **review and accept the Terms & Conditions** link at the bottom of the page.

## Education Assistance Program (EAP) Application

The Terms and Conditions PDF displays.



3. Review the terms and conditions and click the **X** in the upper right-hand corner of the PDF to close it.

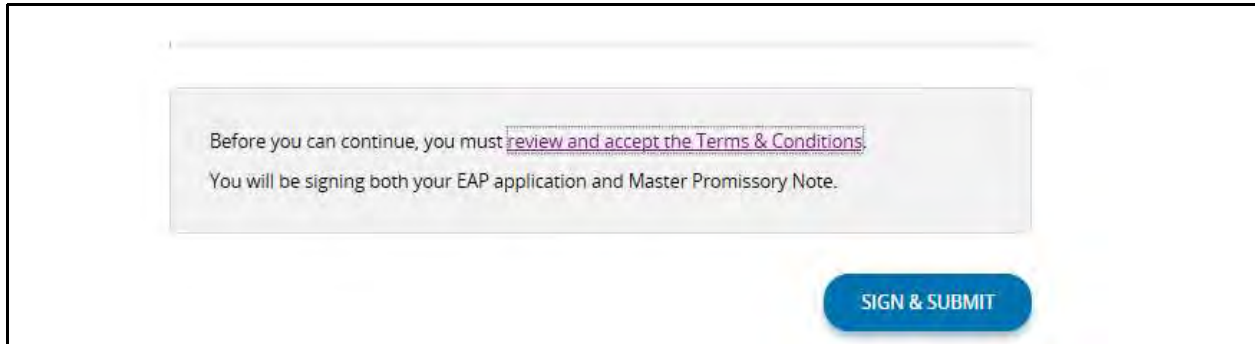


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## Education Assistance Program (EAP) Application

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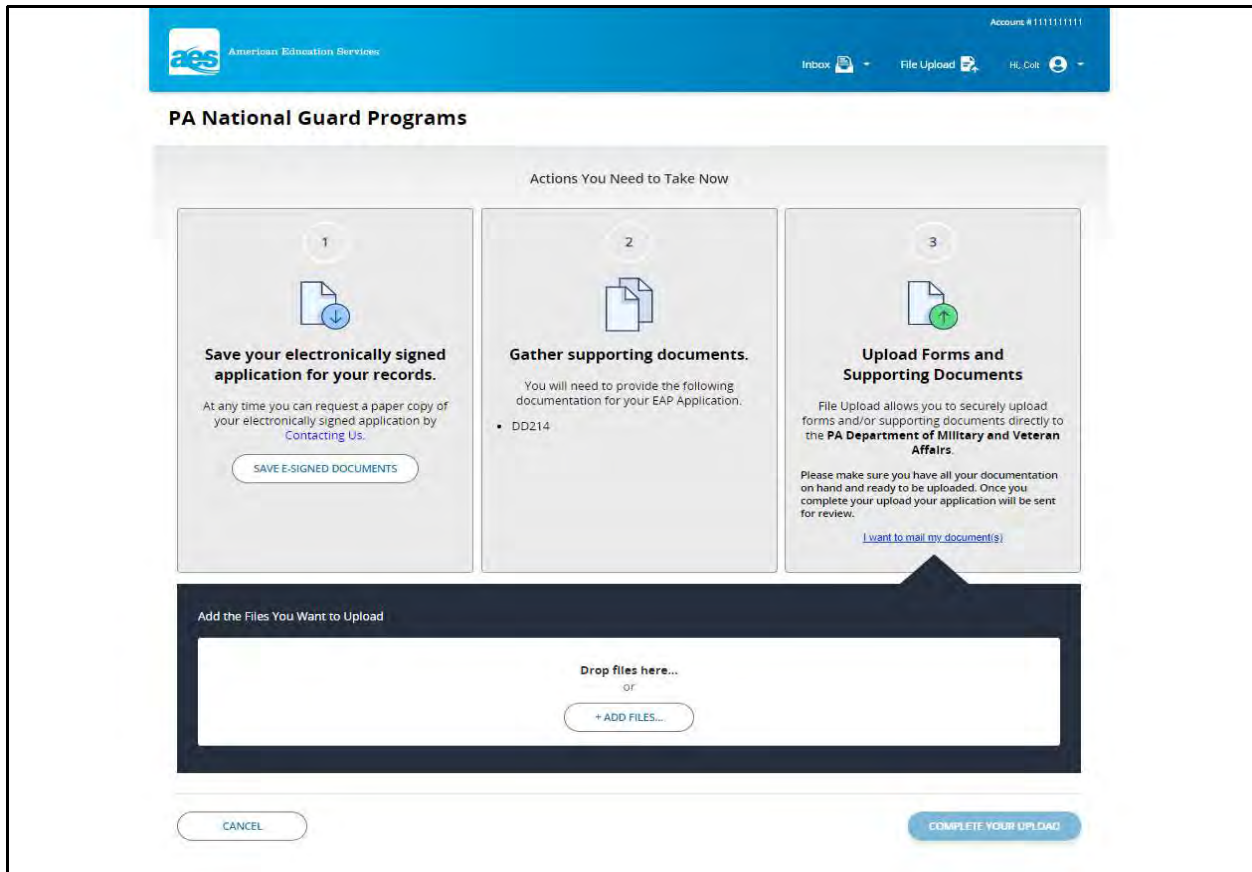
The **Verify & Sign** page redisplayes with the **Sign & Submit** button available.



4. Click the **SIGN & SUBMIT** button.

## Gather and Mail Application

The **Gather and Mail Application** page displays.



The screenshot displays the 'PA National Guard Programs' interface. At the top, there's a blue header with the 'aes' logo and 'American Education Services' text. To the right, it shows 'Inbox', 'File Upload', and a user profile icon. Below the header, the main title is 'PA National Guard Programs'. Underneath, a section titled 'Actions You Need to Take Now' contains three numbered steps:

- 1. Save your electronically signed application for your records.** This step includes a button labeled 'SAVE E-SIGNED DOCUMENTS' and a link to 'Contacting Us'.
- 2. Gather supporting documents.** This step lists 'DD214' as required documentation.
- 3. Upload Forms and Supporting Documents.** This step explains the 'File Upload' process and includes a link: 'I want to mail my document(s)'.

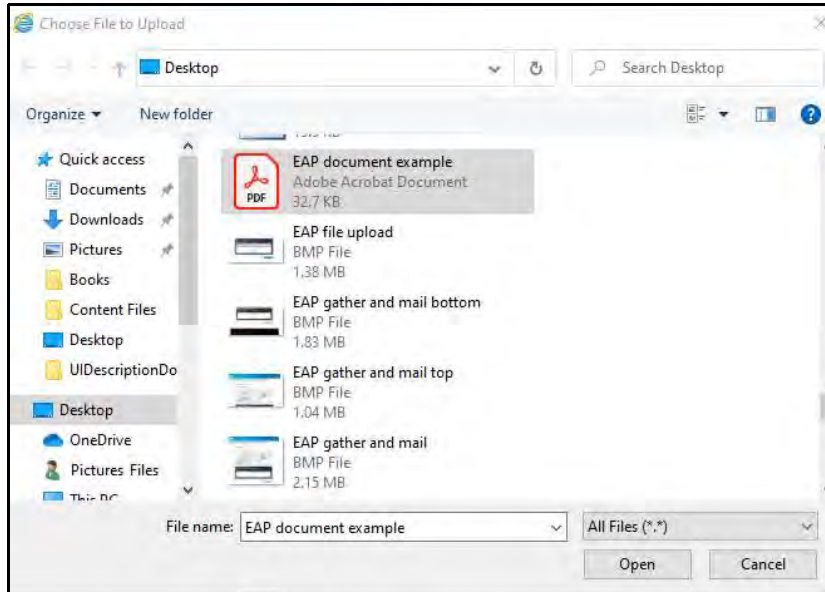
Below these steps is a dark blue box titled 'Add the Files You Want to Upload'. It contains a large white area with the text 'Drop files here...' and a '+ ADD FILES...' button. At the bottom of the page, there are two buttons: 'CANCEL' and 'COMPLETE YOUR UPLOAD'.

This page displays **Actions You Need to Take Now** information to save the application, gather supporting documents and mail supporting documents. Consumers also have the option to upload supporting documents.

1. Click the **SAVE SIGNED DOCUMENTS** button to open a PDF version of the application, not shown, and save it or print it.
2. If the service member has supporting documentation available to be uploaded instead of being mailed to the Pennsylvania Higher Education Assistance Agency, drag the files to the **Add the Files You Want to Upload** section or click the **+ADD FILES** button.

## Education Assistance Program (EAP) Application

The **Choose File to Upload** box displays.

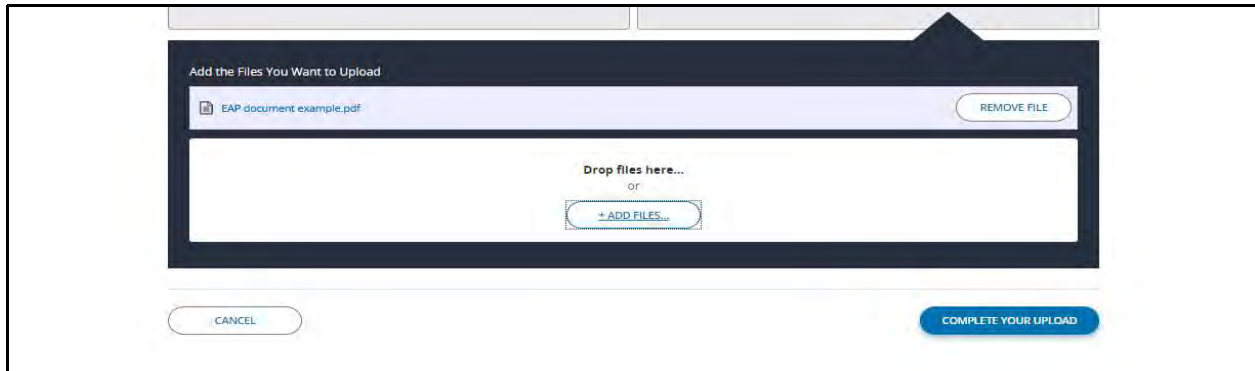


**NOTE:** Only certain types of files, such as PDF and JPEG, may be uploaded.

3. Select the document to be uploaded so that the name appears in the **File name** box.
4. Click the **Open** button.

## Education Assistance Program (EAP) Application

The **Gather and Mail Application** page redisplay with the document file in the **Add the Files You Want to Upload** section.

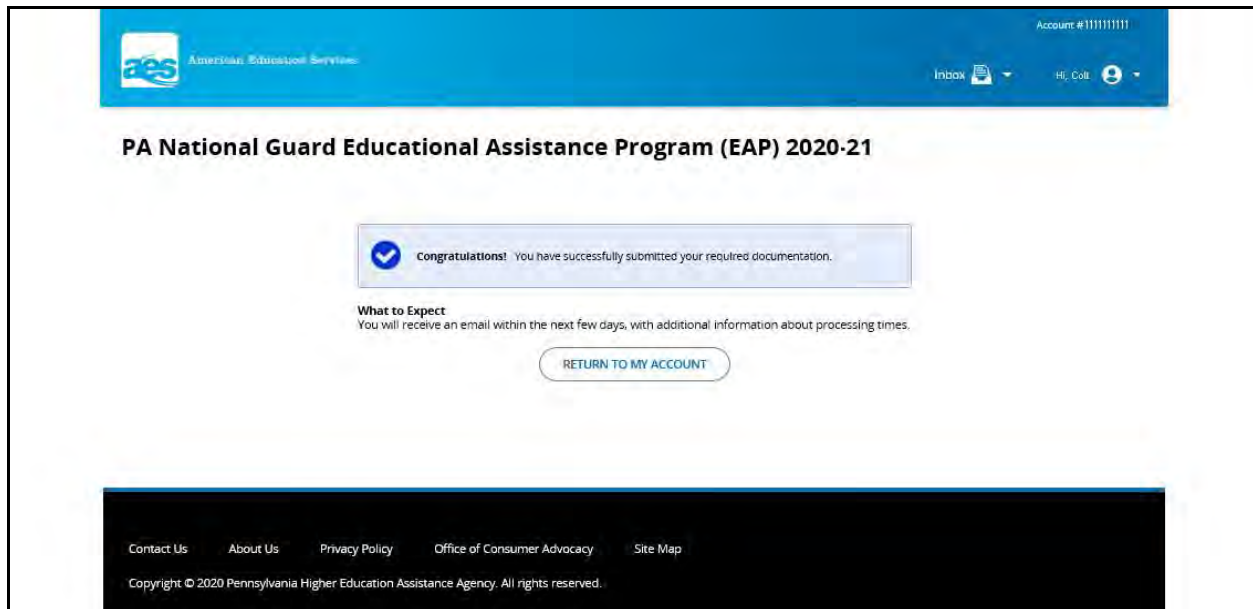


The screenshot shows a web interface for uploading files. At the top, there's a header "Add the Files You Want to Upload". Below this, a file named "EAP document example.pdf" is listed with a "REMOVE FILE" button to its right. Underneath the file list is a large white box with the text "Drop files here..." and "or" below it. A button labeled "+ ADD FILES" is positioned at the bottom of this box. At the very bottom of the interface, there are two buttons: "CANCEL" on the left and "COMPLETE YOUR UPLOAD" on the right.

5. Continue adding files as needed.
6. Click the **COMPLETE YOUR UPLOAD** button when all files are added.

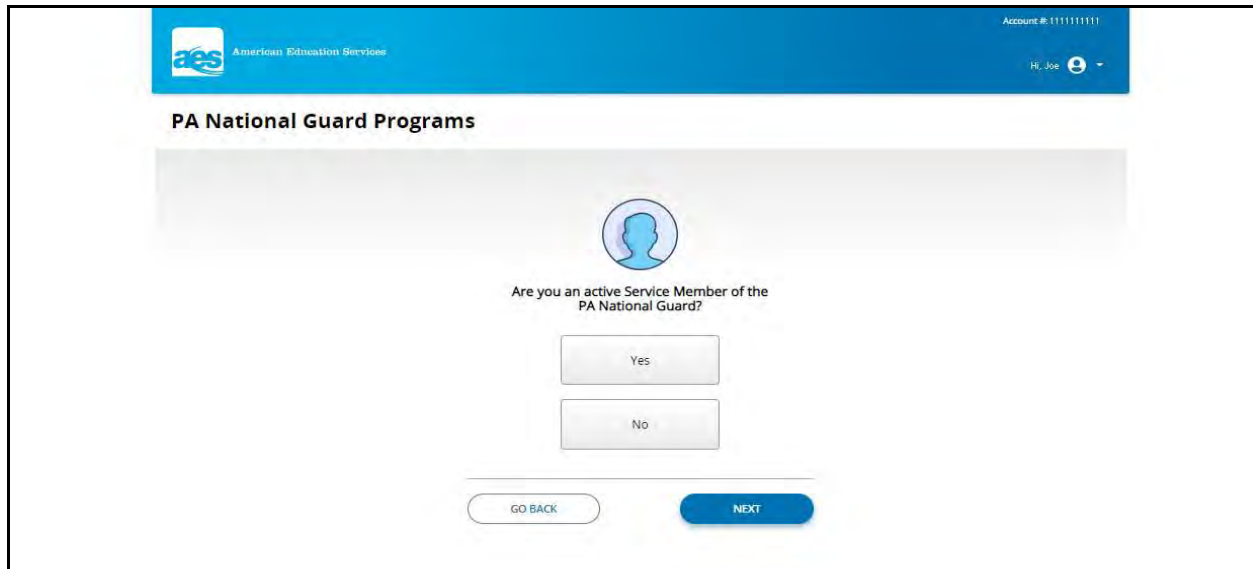
## Education Assistance Program (EAP) Application

The **Congratulations! You have successfully submitted your required documentation** message displays after the upload is completed.



## Help Me Decide

If the **Help Me Decide** button was clicked on the **PA National Guard Programs** page, the active service member question displays.

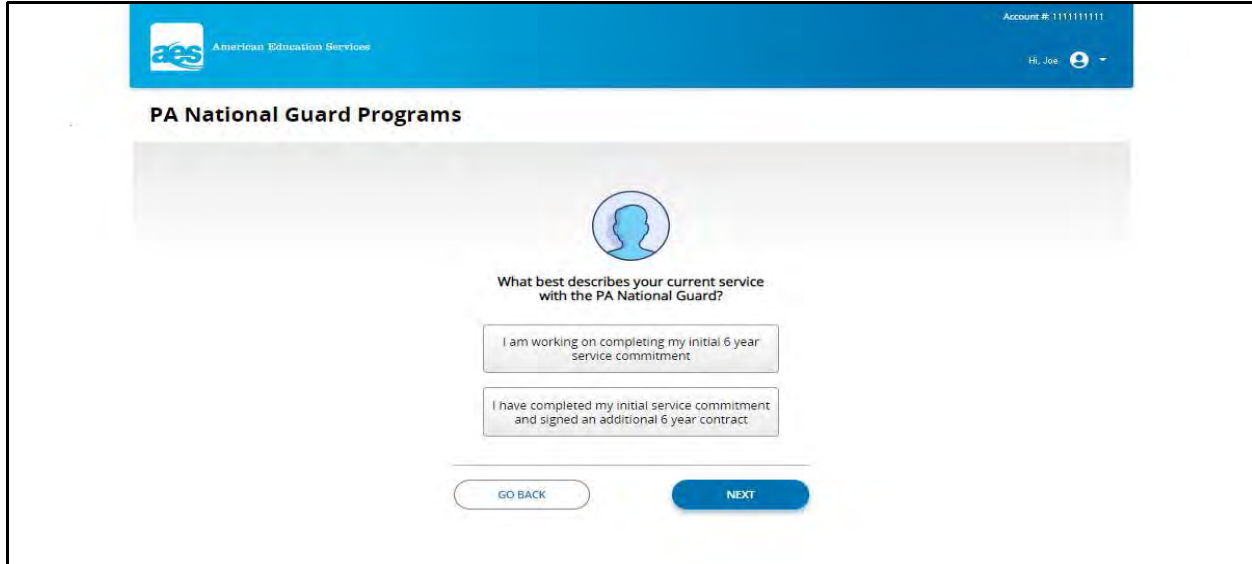


The screenshot shows a web interface for "American Education Services" (AES). At the top, there is a blue header bar with the AES logo and the text "American Education Services" on the left, and "Account #.111111111" and "Hi, Joe" with a user icon on the right. Below the header, the page title "PA National Guard Programs" is displayed. The main content area features a large, light gray rectangular box containing a blue silhouette icon of a person's head. Below the icon, the question "Are you an active Service Member of the PA National Guard?" is centered. Underneath the question are two white rectangular buttons with gray borders, labeled "Yes" and "No". At the bottom of the form, there are two buttons: a white "GO BACK" button and a blue "NEXT" button.

1. Click the **Yes** or the **No** button to the question: **Are you an active Service Member of the PA National Guard?**
2. Click the **NEXT** button.

## Education Assistance Program (EAP) Application

The **PA National Guard Programs** page displays the next question.



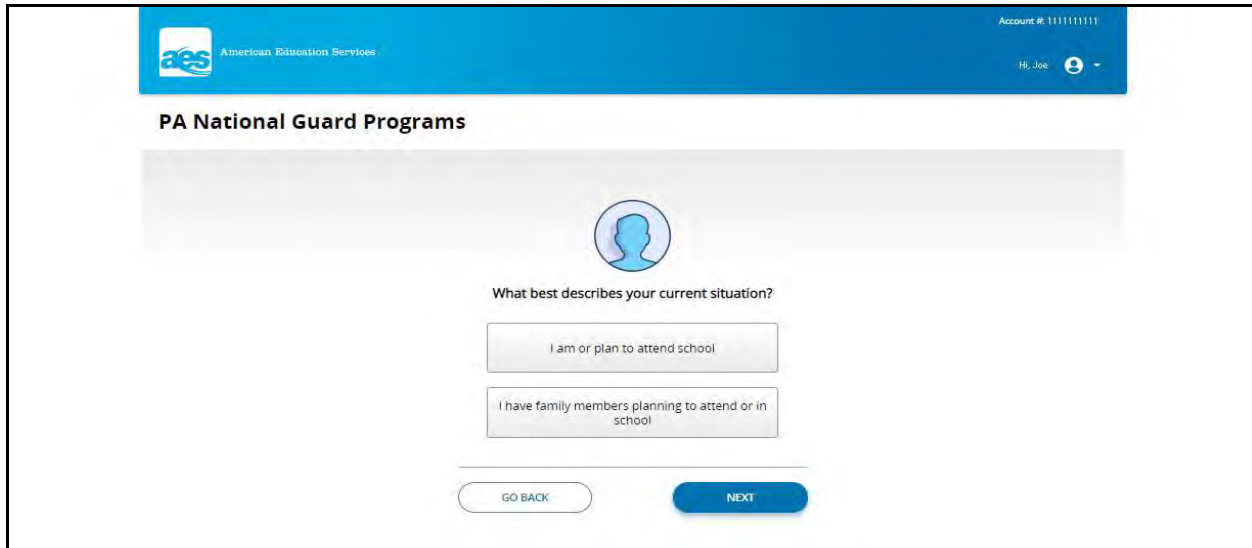
The screenshot shows a web application interface for the PA National Guard Programs. At the top, there is a blue header bar with the 'aes' logo and 'American Education Services' on the left, and 'Account #: 1111111111' and 'Hi, Joe' with a user icon on the right. Below the header, the title 'PA National Guard Programs' is displayed. The main content area features a large, light gray rectangular box containing a blue silhouette icon of a person's head. Below the icon, the question 'What best describes your current service with the PA National Guard?' is presented. Two radio button options are listed: 'I am working on completing my initial 6 year service commitment' and 'I have completed my initial service commitment and signed an additional 6 year contract.' At the bottom of the form, there are two buttons: 'GO BACK' and 'NEXT'.

3. Click one of the following options to the question: **Which best describes your current service with the PA National Guard?**
  - I am working on completing my initial 6 year service commitment
  - I have completed my initial service commitment and signed an additional 6 year contract
4. Click the **NEXT** button.



## Education Assistance Program (EAP) Application

The **PA National Guard Programs** page displays the next question if the service member signed an additional six-year service contract.

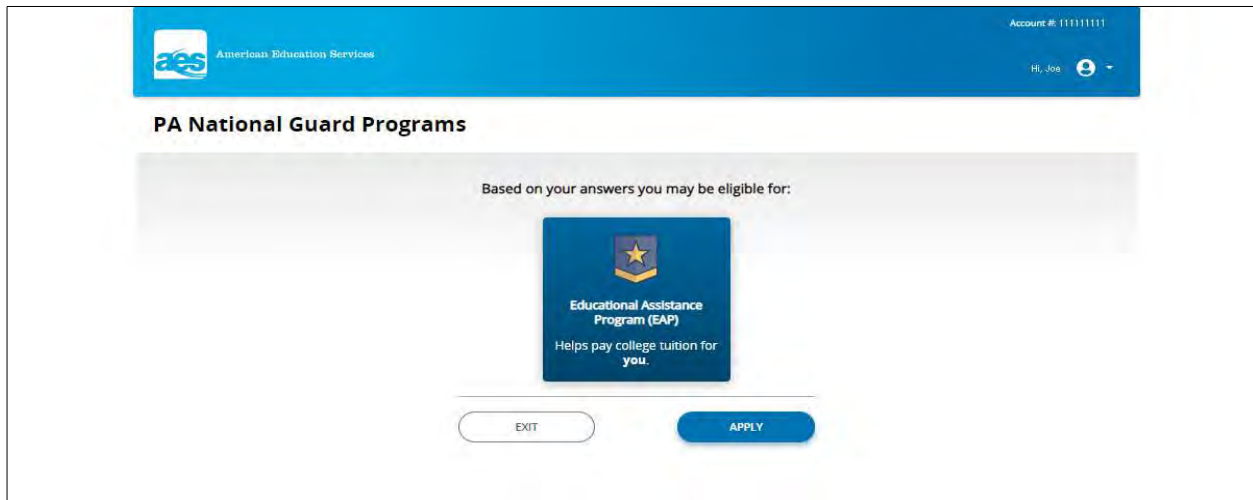


5. Click one of the following options to the question: **Which best describes your current situation?**
  - I am or plan to attend school
  - I have family members planning to attend or in school
6. Click the **NEXT** button.

**NOTE:** Customers must select **I am or plan to attend school** to be eligible for the Educational Assistance Program (EAP).

## Education Assistance Program (EAP) Application

The message displays **Based on your answers you are eligible for: Educational Assistance Program (EAP).**



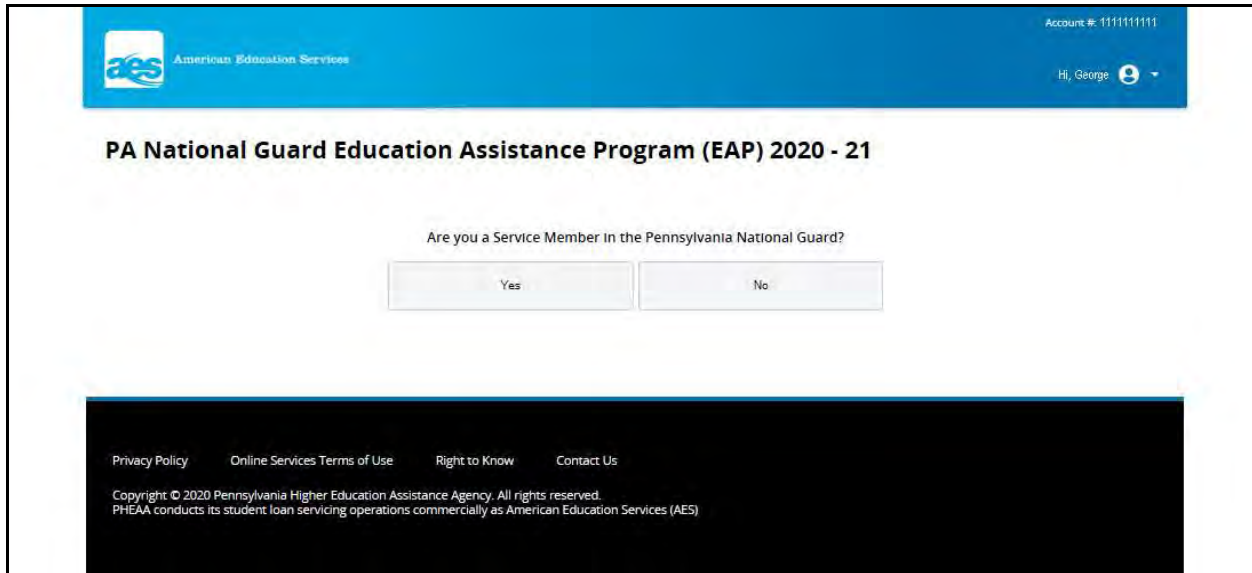
7. Click the **APPLY** button to continue processing.

**NOTE:** Refer to the [Statement of Understanding](#) section to add information for the EAP application. For instructions about submitting an application for the Military Family Education Program (MFEP), refer to the user guide for the Military Family Education Program (MFEP) Application.

## Renewal Applications

If the service member was previously provided with an EAP award, they may renew an EAP application for a subsequent award year.

After logging into the consumer portal and verifying contact information, the **PA National Guard Education Assistance Program (EAP)** page displays.



The screenshot shows the user interface of the PA National Guard Education Assistance Program (EAP) 2020 - 21 application. At the top, there is a blue header bar with the American Education Services (AES) logo on the left and the account number "Account #: 111111111" on the right. Below the header, the title "PA National Guard Education Assistance Program (EAP) 2020 - 21" is displayed. The main content area contains a question: "Are you a Service Member in the Pennsylvania National Guard?". Below this question are two buttons: "Yes" and "No". At the bottom of the page, there is a dark blue footer bar containing links for "Privacy Policy", "Online Services Terms of Use", "Right to Know", and "Contact Us". Below these links, a copyright notice states: "Copyright © 2020 Pennsylvania Higher Education Assistance Agency. All rights reserved. PHEAA conducts its student loan servicing operations commercially as American Education Services (AES)".

1. Click **Yes** or **No** to answer the following question: **Are you a Service Member in the Pennsylvania National Guard?**

## Education Assistance Program (EAP) Application

The page redisplay with a list of information required to complete the application.

Accounts #: 1111111111

Hi, George

### PA National Guard Education Assistance Program (EAP) 2020 - 21

Are you a Service Member in the Pennsylvania National Guard?

**Yes** **No**

**Before starting the application you will need the following information:**

- Your Unit Identification Code (UIC)
- Beginning Date of Six-Year Contract for Education Assistance Program (EAP)
- Expiration of Term of Service (ETS) Date
- Tuition Cost and Number of Credits/Hours per semester

Accepting applications for:

**2019-20 Academic Year** **APPLY NOW**

Privacy Policy | Online Services Terms of Use | Right to Know | Contact Us

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PHEAA conducts its student loan servicing operations commercially as American Education Services (AES)

**NOTE:** A renewal application requires updated military information and school information; however, the references are not required for the renewal application.

2. Click the **APPLY NOW** button.

The **Personal Information** page displays.

Account #: 111-1111111

Hi, George

### PA National Guard Education Assistance Program (EAP) 2019 - 20

1 PERSONAL INFORMATION 2 3 4

All fields marked with an \* are required.

#### Personal Information

Full Name (First, MI, Last): **George Grant**

Social Security Number: **\*\*\*-\*\*-0000**

Date of Birth: **07/07/1991**

\* Permanent Street Address:  
1200 NORTH SEVENTH STREET

\* City / Town:  
CARLISLE

\* State / Region:  
PENNSYLVANIA

\* Zip / Postal Code:  
17013

\* Phone Number:  
(717) 555-5554

\* Primary Email Address:  
NORTHQZ@NODDOMAIN INV

BACK CONTINUE

The top of the page displays the service member's full name, Social Security number and Date of Birth.

3. In the **Permanent Street Address** fields, enter one or two lines for the service member's street address. This field is required.
4. In the **City/Town** field, enter the name of the service member's city of residence. This field is required.
5. In the **State/Region** field, click the drop-down arrow to select the state or region of the service member's residence. This field is required.
6. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.



## Education Assistance Program (EAP) Application

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7. In the **Phone Number** field, enter the service member's phone number. This field is required.
8. In the **Primary Email Address** field, enter the service member's primary email address. This field is required.
9. Click the **CONTINUE** button.

The **Military Information** page displays.

Account #: 1111111111

Hi, George

### PA National Guard Education Assistance Program (EAP) 2019 - 20

1 2 MILITARY INFORMATION 3 4

All fields marked with an \* are required.

#### Military Information

\* Have you been deployed or are you deployed with the PA National Guard?

☒ No  
☐ Yes

\* Branch:

☒ Army National Guard  
☐ Air National Guard

\* Rank:

- Select -

\* Unit Identification Code (UIC) & Unit Name:

WP0FAA - 228th Engineer Company

Department of Defense (DOD) Identification Number:

\* Beginning Date of Six-Year Contract for Education Assistance Program (EAP):

04/17/2013

\* Expiration of Term of Service (ETS) or Mandatory Retirement Date (MRD):

04/18/2019

BACK CONTINUE

10. Select **Yes** or **No** to the following question: **Have you completed Basic Training?** This field is required.
11. Select **Yes** or **No** to the following question: **Have you been deployed or are you deployed with the PA National Guard?** This field is required.
12. In the **Branch** section, select **Army National Guard** or **Air National Guard**. This field is required.

---

**Education Assistance Program (EAP) Application**

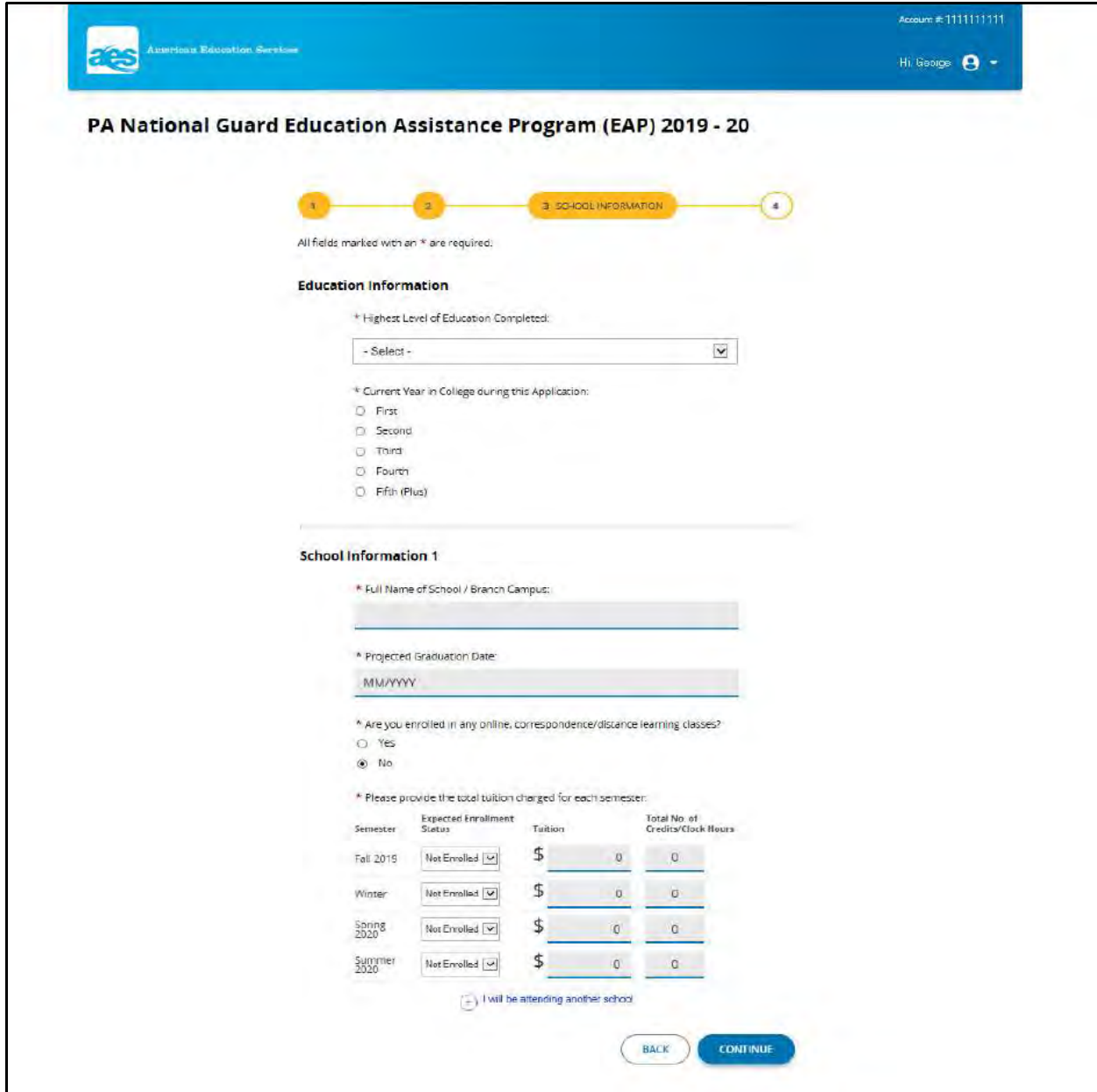
---

13. In the **Rank** field, click the drop-down arrow to select the military rank of the student. This field is required.
14. In the **Department of Defense (DOD) Identification Number** field, enter the DOD identification number.
15. In the **Beginning Date of Six-Year Contract for Education Assistance Program (EAP)** field, enter the beginning date of the contract for EAP in MM/DD/YYYY format. This field is required.
16. In the **Expiration of Term of Service (ETS) or Mandatory Retirement Date (MRD)** field, enter the term of service ending date or the mandatory retirement date in MM/DD/YYYY format. This field is required.
17. Click the **CONTINUE** button.



## Education Assistance Program (EAP) Application

The **School Information** page displays.



Account #: 1111111111

Hi, George

### PA National Guard Education Assistance Program (EAP) 2019 - 20

1 2 3 **SCHOOL INFORMATION** 4

All fields marked with an \* are required.

#### Education Information

\* Highest Level of Education Completed:

- Select -

\* Current Year in College during this Application:

☐ First

☐ Second

☐ Third

☐ Fourth

☐ Fifth (Plus)

#### School Information 1

\* Full Name of School / Branch Campus:

\* Projected Graduation Date:

MM/YYYY

\* Are you enrolled in any online, correspondence/distance learning classes?

☐ Yes

☒ No

\* Please provide the total tuition charged for each semester:

Semester	Expected Enrollment Status	Tuition	Total No. of Credits/Clock Hours
Fall 2019	Not Enrolled	\$ 0	0
Winter	Not Enrolled	\$ 0	0
Spring 2020	Not Enrolled	\$ 0	0
Summer 2020	Not Enrolled	\$ 0	0

☐ I will be attending another school

BACK CONTINUE

18. In the **Highest Level of Education Completed** field, click the drop-down arrow to select the highest level of education. This field is required.

19. In the **Current Year of College during this Application** field, select the year in college. This field is required.

---

**Education Assistance Program (EAP) Application**

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20. In the **Full Name of School/Branch Campus** field, enter the full name of the school or select from the list. This field is required.

21. In the **Projected Graduation Date** field, enter the projected graduation date in MM/DD/YYYY format. This field is required.

22. Select **Yes** or **No** to the following question: **Are you enrolled in any online, correspondence/distance learning classes?** This field is required.

In the tuition section, complete the following fields as needed for each semester or quarter. At least one row of enrollment and tuition information is required.

23. In the **Expected Enrollment Status** field, click the drop-down arrow to select the expected enrollment status for the term.

24. In the **Tuition** field, enter the total amount of tuition for the term.

25. In the **Total No. of Credits/Clock Hours** field, enter the total number of credits or clock hours expected to be completed for the term.

26. Repeat steps 23 through 25 for each term as needed.

27. Click the link **I will be attending another school** to add information about another school and repeat the steps above.

28. Click the **Continue** button.

## Education Assistance Program (EAP) Application

The **Verify & Sign** page displays.


Account: Education Services

Account #: 1111111111  
Hi, George

### PA National Guard Education Assistance Program (EAP) 2019 - 20

1 2 3 4 VERIFY & SIGN

#### Personal Information

Edit

Full Name (First, MI, Last): **George Grant**  
Social Security Number: **\*\*\*-\*\*-0000**  
Date of Birth: **07/07/1991**  
Address: **1200 NORTH SEVENTH STREET  
Carlisle, PA 17012**  
Phone Number: **(717) 555-1234**  
Primary Email Address: **GEORGEQZ@NODOMAIN.INV**

#### Military Information

Edit

Have you been deployed or are you deployed with the PA National Guard? **No**  
Branch: **Army National Guard**  
Rank: **O2**  
Unit Identification Code (UIC) and Unit Name: **WP0FAA - 228th Engineer Company**  
Department of Defense (DOD) Identification Number:  
Beginning Date of Six-Year Contract for Education Assistance Program (EAP): **04/17/2013**  
Expiration of Term of Service (ETS) Date or Mandatory Retirement Date (MRD): **04/18/2020**

#### School Information

Edit

Highest Level of Education Completed: **Some College**  
Current Year in College during this Application: **Fourth**  
Full Name of School/Branch Campus 1: **DELPHI UNIVERSITY  
00000000 - PHILADELPHIA, PA**  
Projected Graduation Date: **08/2020**  
Are you enrolled in any online, correspondence distance learning classes? **No**  
Fall Cost and Credits/Hours: **\$0 Tuition / 0 Credits**  
Winter Cost and Credits/Hours: **\$0 Tuition / 0 Credits**  
Spring Cost and Credits/Hours: **\$1000 Tuition / 6 Credits**  
Summer Cost and Credits/Hours: **\$1000 Tuition / 6 Credits**

Before you can continue, you must review and accept the Terms & Conditions.  
You are signing your EAP application.

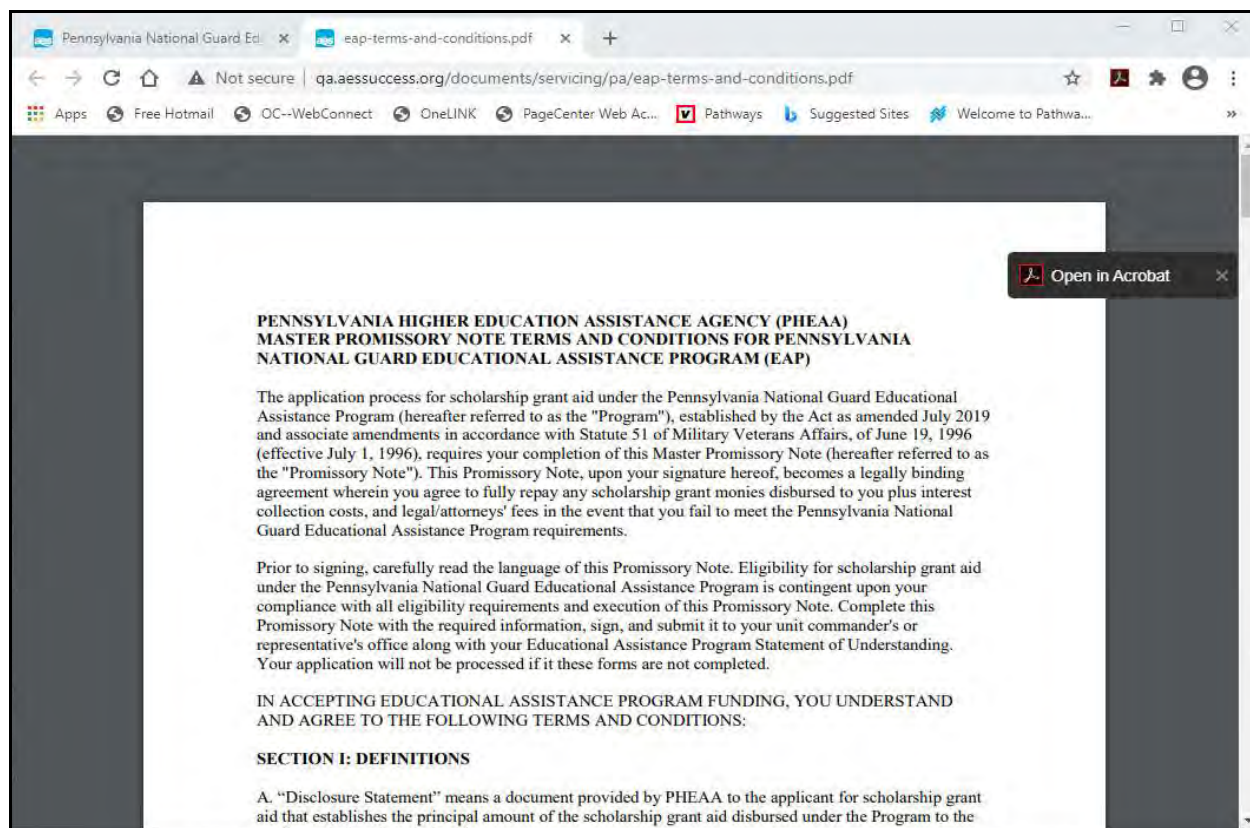
SIGN & SUBMIT

This page is used to verify the information and entered and review and accept the terms and conditions.

29. If any information is incorrect, click the **Edit** link next to that section to return to that information page to make corrections.
30. Click the **review and accept the Terms & Conditions** link at the bottom of the page.

## Education Assistance Program (EAP) Application

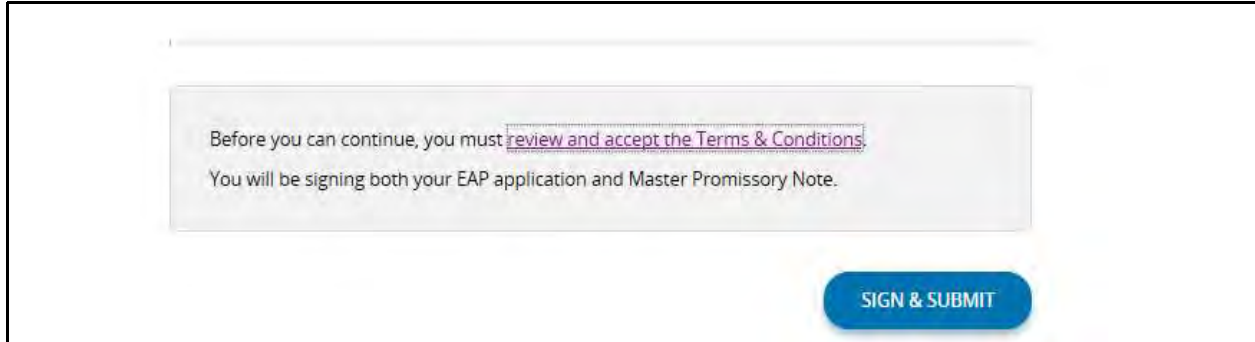
The Terms and Conditions PDF displays.



31. Review the terms and conditions and click the **X** in the upper right-hand corner of the PDF to close it.

## Education Assistance Program (EAP) Application

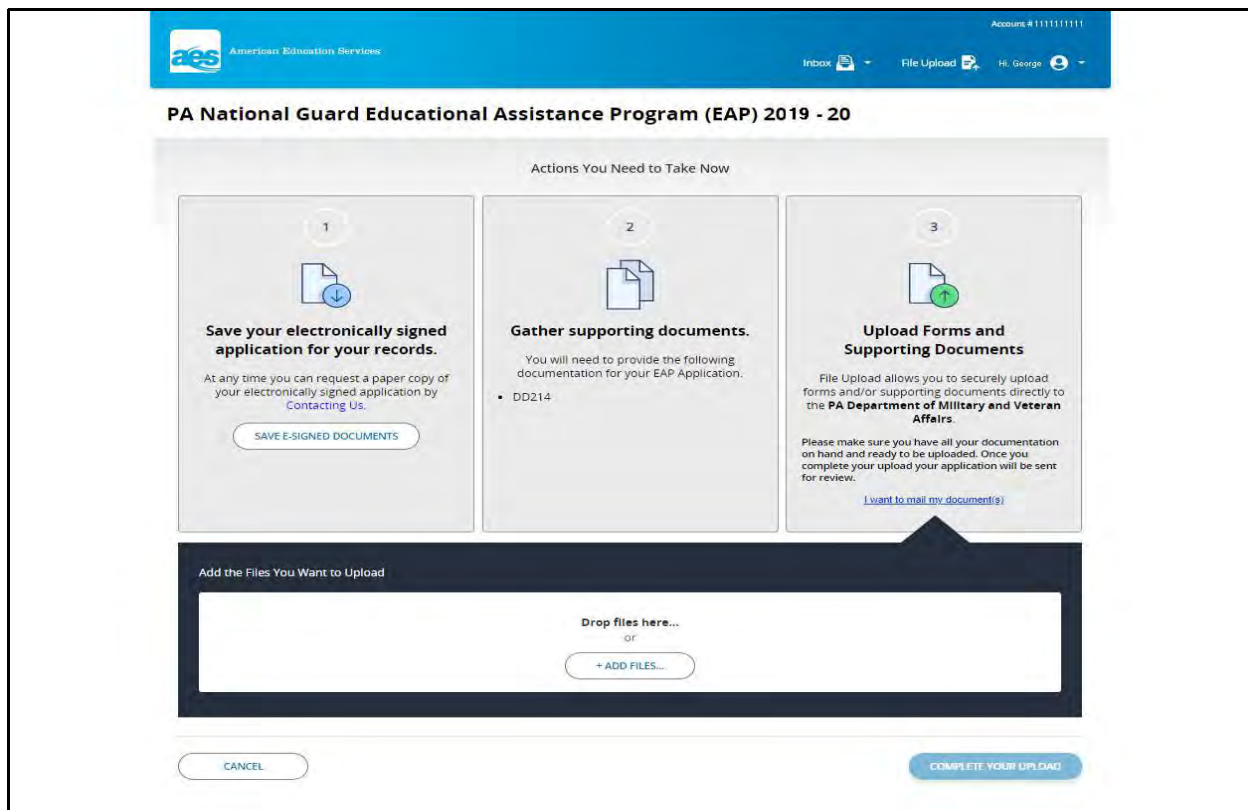
The **Verify & Sign** page redisplay with the **Sign & Submit** button available.

A screenshot of a web application interface. It features a light gray rectangular box with a thin border containing the following text: "Before you can continue, you must [review and accept the Terms & Conditions.](#)" and "You will be signing both your EAP application and Master Promissory Note." Below this box, on the right side, is a blue button with white text that reads "SIGN & SUBMIT".

32. Click the **SIGN & SUBMIT** button.

## Education Assistance Program (EAP) Application

The **Gather and Mail Application** page displays.



The screenshot displays the 'PA National Guard Educational Assistance Program (EAP) 2019 - 20' application page. The header includes the 'aes American Education Services' logo, navigation links for 'Inbox', 'File Upload', and a user profile for 'Hi, George'. The main content area is titled 'Actions You Need to Take Now' and contains three numbered steps:

- 1. Save your electronically signed application for your records.** This step includes a button labeled 'SAVE E-SIGNED DOCUMENTS'.
- 2. Gather supporting documents.** This step lists required documentation, including 'DD214'.
- 3. Upload Forms and Supporting Documents.** This step explains the file upload process and includes a link: '[I want to mail my document\(s\)](#)'.

Below these steps is a section titled 'Add the Files You Want to Upload' with a large 'Drop files here...' area and a '+ ADD FILES...' button. At the bottom of the page are two buttons: 'CANCEL' and 'COMPLETE YOUR UPLOAD'.

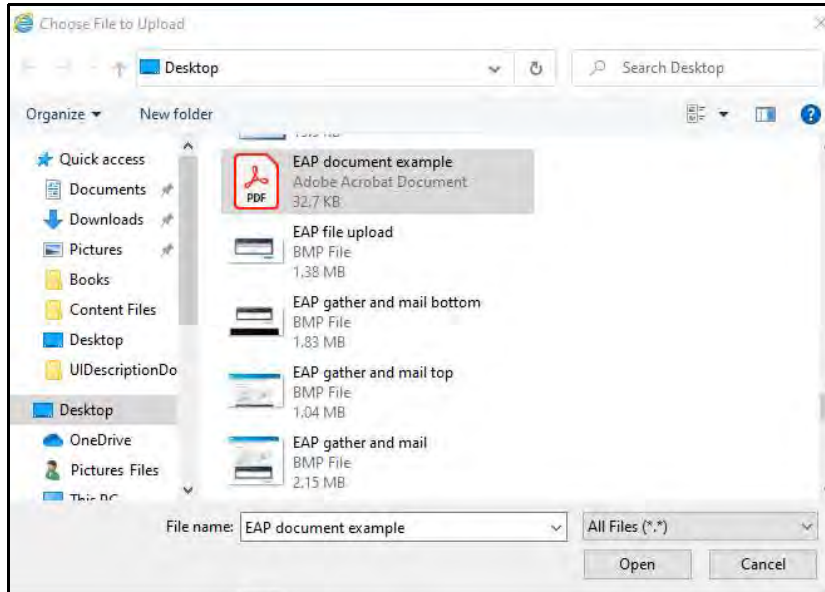
This page displays **Actions You Need to Take Now** information to save the application, gather supporting documents and mail supporting documents. Service members also have the option to upload supporting documents.

33. Click the **SAVE SIGNED DOCUMENTS** button to open a PDF version of the application, not shown, and save it or print it.
34. If the service member has supporting documentation available to be uploaded instead of being mailed to American Education Services, drag the files to the **Add the Files You Want to Upload** section or click the **+ADDFILES** button.



## Education Assistance Program (EAP) Application

The **Choose File to Upload** box displays.



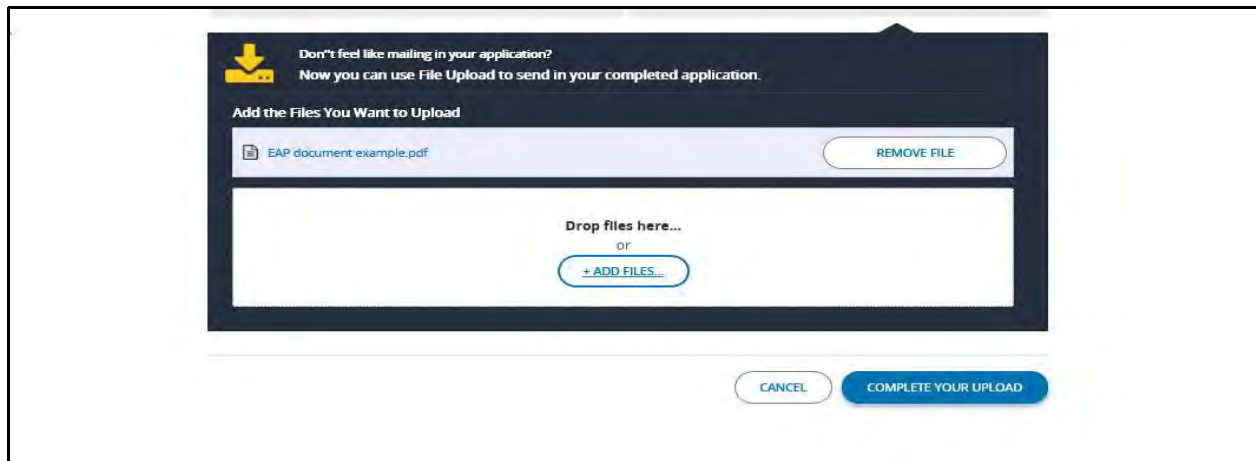
35. Select the document to be uploaded so that the name appears in the **File name** box.

36. Click the **Open** button.



## Education Assistance Program (EAP) Application

The **Gather and Mail Application** page redisplay with the document file in the **Add the Files You Want to Upload** section.



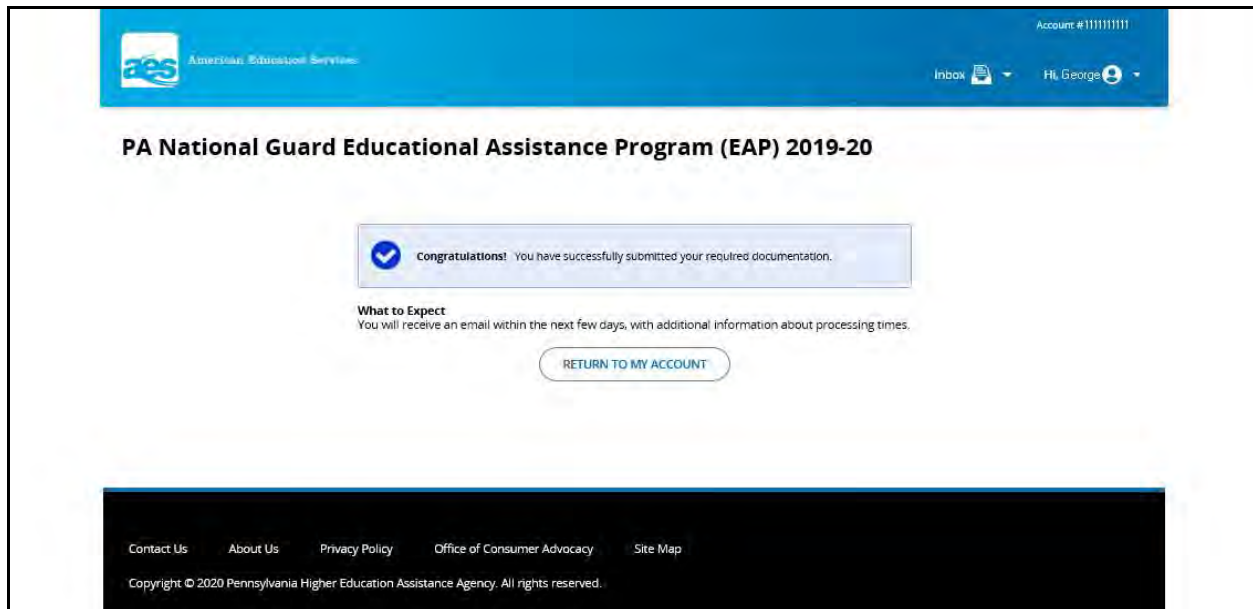
The screenshot shows a dark-themed modal window titled "Add the Files You Want to Upload". At the top left, there is a yellow download icon and a message: "Don't feel like mailing in your application? Now you can use File Upload to send in your completed application." Below this, the title "Add the Files You Want to Upload" is displayed. A light blue bar contains a file icon, the text "EAP document example.pdf", and a "REMOVE FILE" button. Below this bar is a large white area with the text "Drop files here..." and "or" below it. A blue button with a plus sign and the text "+ ADD FILES..." is centered in this area. At the bottom of the modal, there are two buttons: "CANCEL" and "COMPLETE YOUR UPLOAD".

37. Continue adding files as needed.

38. Click the **COMPLETE YOUR UPLOAD** button when all files are added.

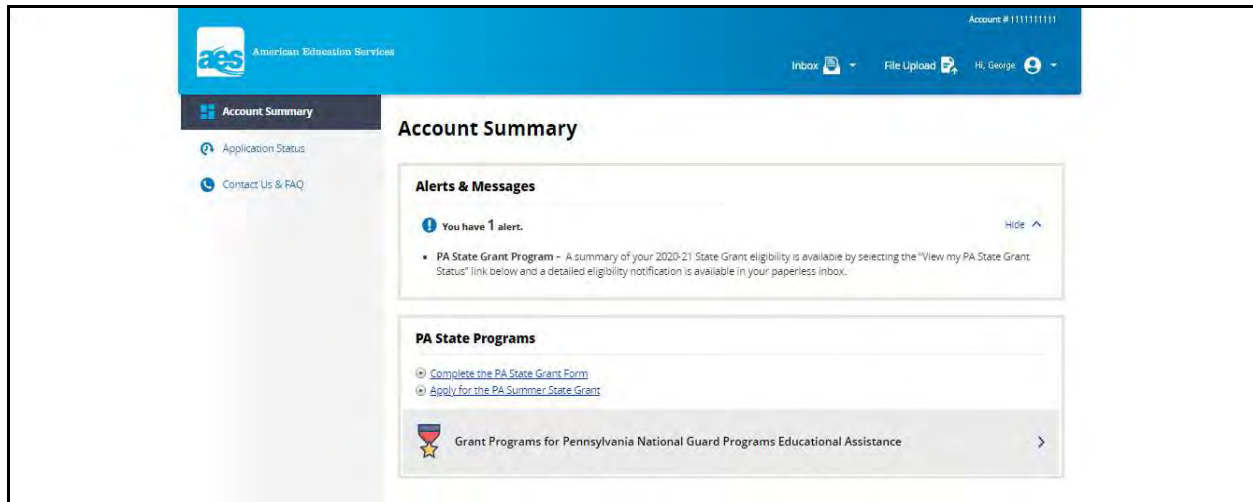
## Education Assistance Program (EAP) Application

The **Congratulations! You have successfully submitted your required documentation** message displays after the upload is completed.



## Application Status

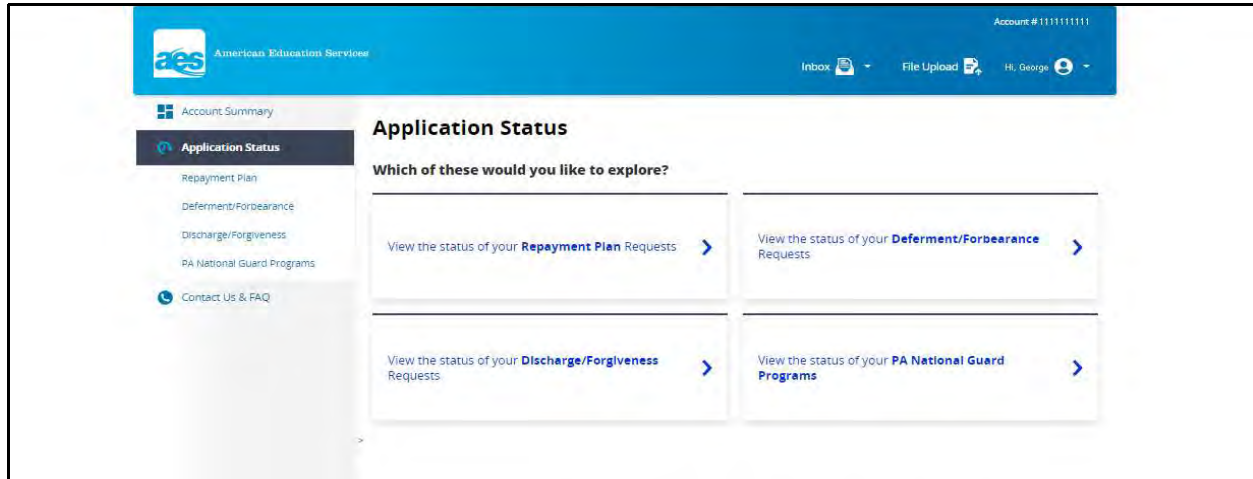
After an EAP application has been submitted, the service member may return to the consumer portal to review the application status and any awards that were approved.



1. Click **Application Status** in the left navigation section on the **Account Summary** page.

## Education Assistance Program (EAP) Application

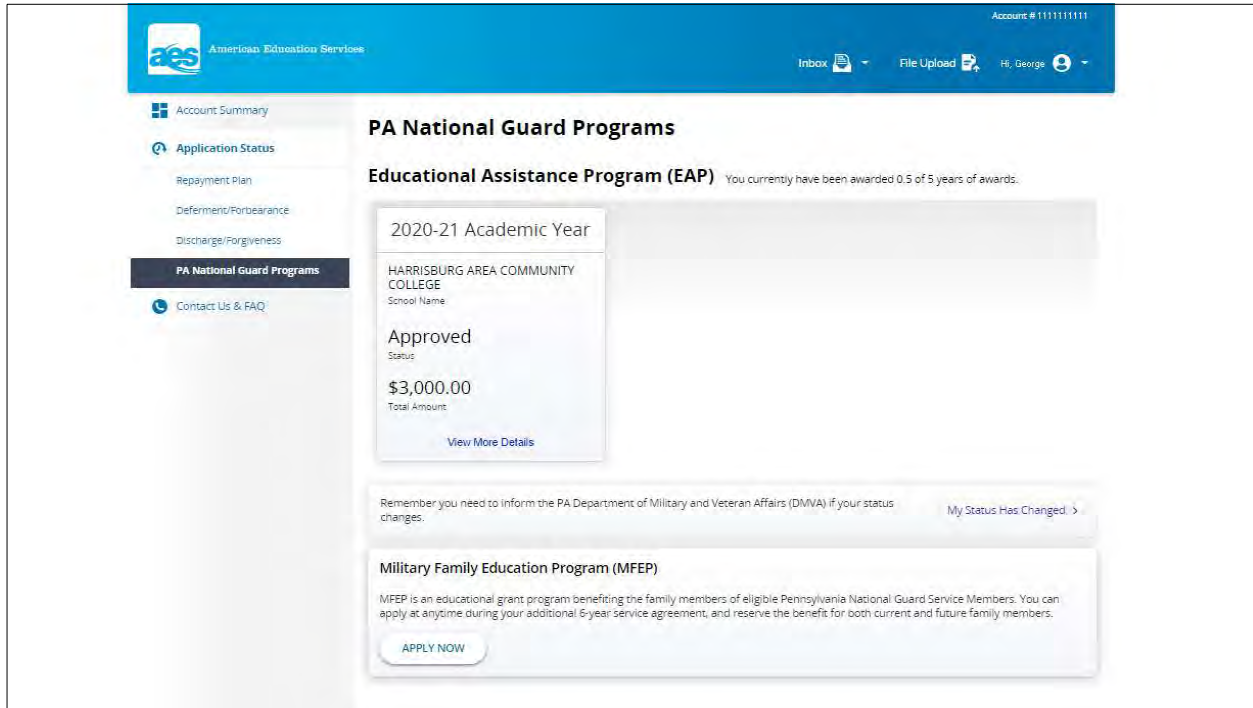
The **Application Status** page displays.



2. Click **View the status of your PA National Guard Programs**.

## Education Assistance Program (EAP) Application

The **PA National Guard Programs** application status page displays.



Account # 1111111111

**PA National Guard Programs**

**Educational Assistance Program (EAP)** You currently have been awarded 0.5 of 5 years of awards.

2020-21 Academic Year
HARRISBURG AREA COMMUNITY COLLEGE School Name
Approved Status
\$3,000.00 Total Amount
<a href="#">View More Details</a>

Remember you need to inform the PA Department of Military and Veteran Affairs (DMVA) if your status changes. [My Status Has Changed](#)

**Military Family Education Program (MFEP)**

MFEP is an educational grant program benefiting the family members of eligible Pennsylvania National Guard Service Members. You can apply at anytime during your additional 6-year service agreement, and reserve the benefit for both current and future family members.

[APPLY NOW](#)

This screen displays the list of awards for which the service member has applied.

The total number of awards awarded displays next to the **Educational Assistance Program (EAP)** heading.

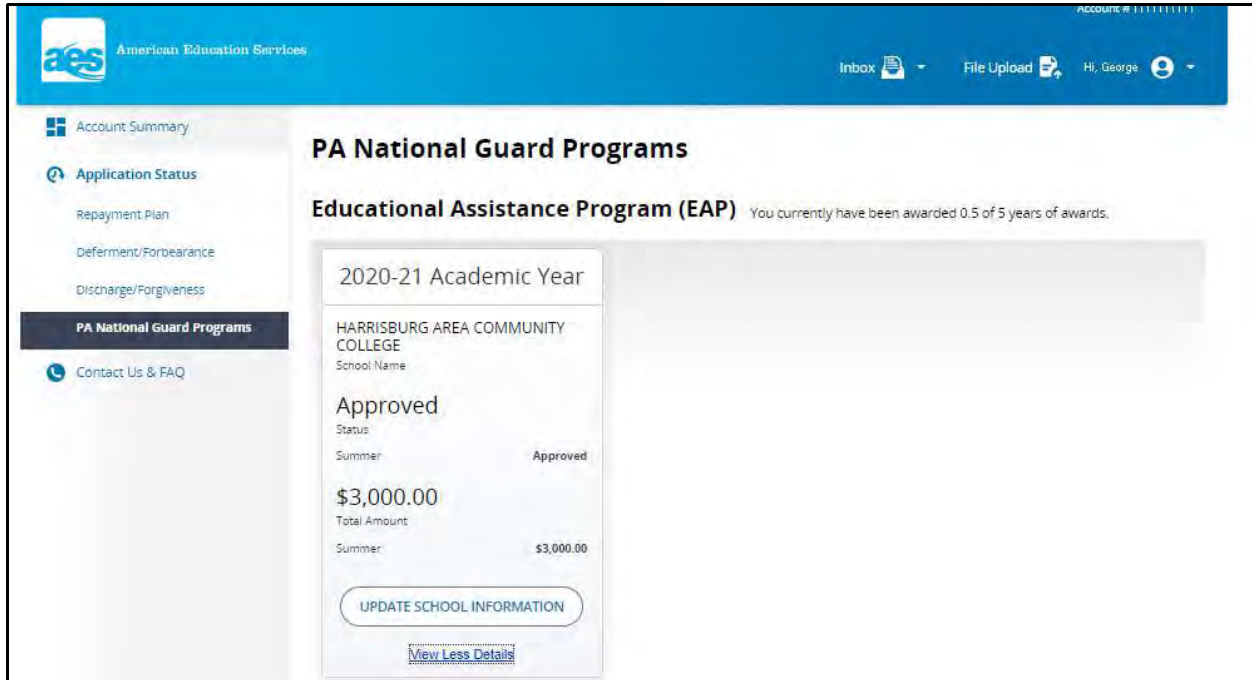
Each year includes the Academic Year dates, School Name, Status of the application and the Total Amount awarded, if applicable.

- Click the **View More Details** link for a specific term to view more details of the award for that term.

**NOTE:** If the consumer needs to upload their application or other documentation, a document upload message displays. Refer to the [Document Upload](#) section of this document for more information.

## Education Assistance Program (EAP) Application

The term and term award amount for the selected award expands with more details.



The screenshot displays the 'PA National Guard Programs' section of the PHEAA EAP application. The interface includes a sidebar with navigation links: Account Summary, Application Status, Repayment Plan, Deferment/Forbearance, Discharge/Forgiveness, PA National Guard Programs (selected), and Contact Us & FAQ. The main content area shows the '2020-21 Academic Year' details for 'HARRISBURG AREA COMMUNITY COLLEGE'. The status is 'Approved', and the total amount is '\$3,000.00'. A button labeled 'UPDATE SCHOOL INFORMATION' is visible, along with a link for 'View Less Details'.

2020-21 Academic Year	
HARRISBURG AREA COMMUNITY COLLEGE School Name	
Approved Status	
Summer	Approved
\$3,000.00 Total Amount	
Summer	\$3,000.00

[UPDATE SCHOOL INFORMATION](#)

[View Less Details](#)


The award amount for each term is listed individually, if applicable.

- If the school information needs to be updated, click the **UPDATE SCHOOL INFORMATION** button.

## Education Assistance Program (EAP) Application

### Update School Information

The **Update School Information** page displays.


American Education Services

Account #: 1111111111  
Hi, George

### PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 UPDATE SCHOOL INFORMATION
2
3

All fields marked with an \* are required.

#### Update Military Information

\* Have you been deployed or are you deployed with the PA National Guard?

☒ No  
☐ Yes

---

#### Update Education Information

\* Current Year in College during this application:

Second

\* Projected Graduation Date:

12/2021

\* Are you enrolled in any online, correspondence/distance learning classes?

☐ Yes  
☒ No

#### Update School Information 1

Full Name of School / Branch Campus: HARRISBURG AREA COMMUNITY COLLEGE  
00327300 - HARRISBURG, PA

\* Please provide the total tuition charged for each semester:

Semester	Expected Enrollment Status	Tuition	Total No. of Credits/Clock Hours
Fall 2020	Not Enrolled	\$ 0	0
Winter	Not Enrolled	\$ 0	0
Spring 2021	Not Enrolled	\$ 0	0
Summer 2021	Enrolled	\$ 3000	12

[+ I will be attending another school](#)

[CANCEL](#)
[CONTINUE](#)

1. Select **Yes** or **No** to the following question: **Have you been deployed or are you deployed with the PA National Guard?** This field is required.
2. In the **Current Year of College during this Application** field, select the year in college. This field is required.

---

**Education Assistance Program (EAP) Application**

---

3. In the **Projected Graduation Date** field, enter the projected graduation date in MM/DD/YYYY format. This field is required.
4. Select **Yes** or **No** to the following question: **Are you enrolled in any online, correspondence/distance learning classes?** This field is required.

In the tuition section, complete the following fields as needed for each semester or quarter. At least one row of enrollment and tuition information is required.

5. In the **Expected Enrollment Status** field, click the drop-down arrow to select the expected enrollment status for the term.
6. In the **Tuition** field, enter the total amount of tuition for the term.
7. In the **Total No. of Credits/Clock Hours** field, enter the total number of credits or clock hours expected to be completed for the term.
8. Repeat steps 5 through 7 for each term as needed.
9. Click the link **I will be attending another school** to add information about another school and repeat the steps above.
10. Click the **CONTINUE** button.



## Education Assistance Program (EAP) Application

The **Verify** page displays.

Account #1111111111  
Hi, George

### PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 2 **VERIFY** 3

**Updated Military Information** [Edit](#)

Have you been deployed or are you deployed with the PA National Guard? **No**

**Updated Education Information** [Edit](#)

Current Year in College during this Application: **Second**

Projected Graduation Date: **12/2021**

Are you enrolled in any online, correspondence distance learning classes? **Yes**

**Update School Information 1** [Edit](#)

Full Name of School/Branch Campus 1: **HARRISBURG AREA COMMUNITY COLLEGE 00327300 - HARRISBURG, PA**

Fall Cost and Credits/Hours: **\$0 Tuition / 0 Credits**

Spring Cost and Credits/Hours: **\$0 Tuition / 0 Credits**

Summer Cost and Credits/Hours: **\$3000 Tuition / 12 Credits**

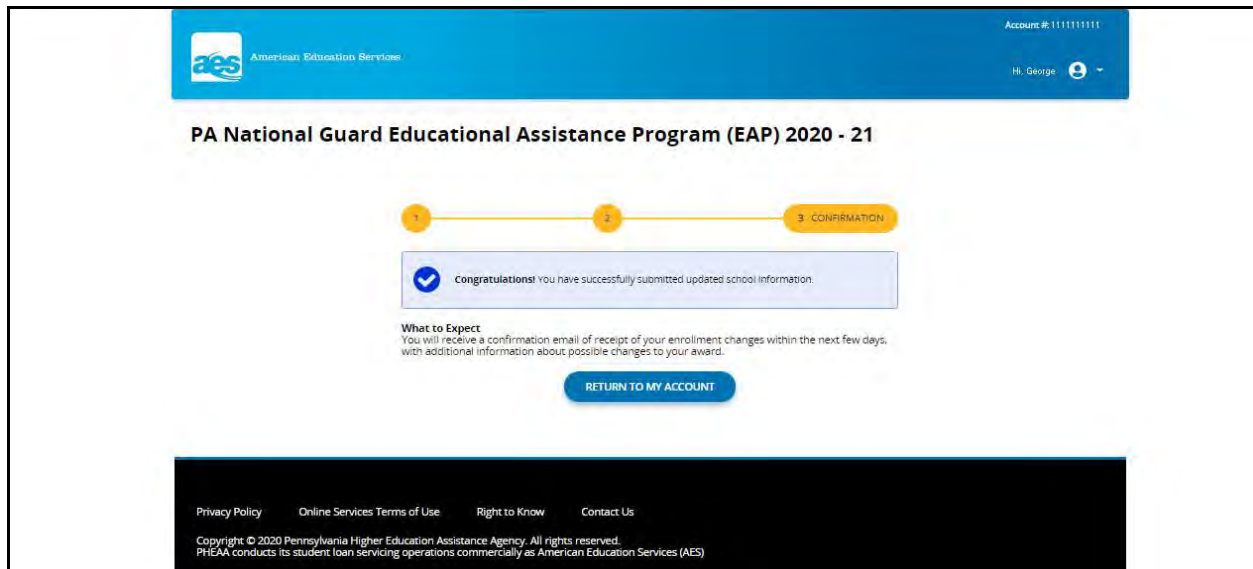
[BACK](#) [SUBMIT](#)

11. Verify the information in each section and click the **Edit** link to update any of the information if needed.

12. Click the **SUBMIT** button to submit the changes.

## Education Assistance Program (EAP) Application

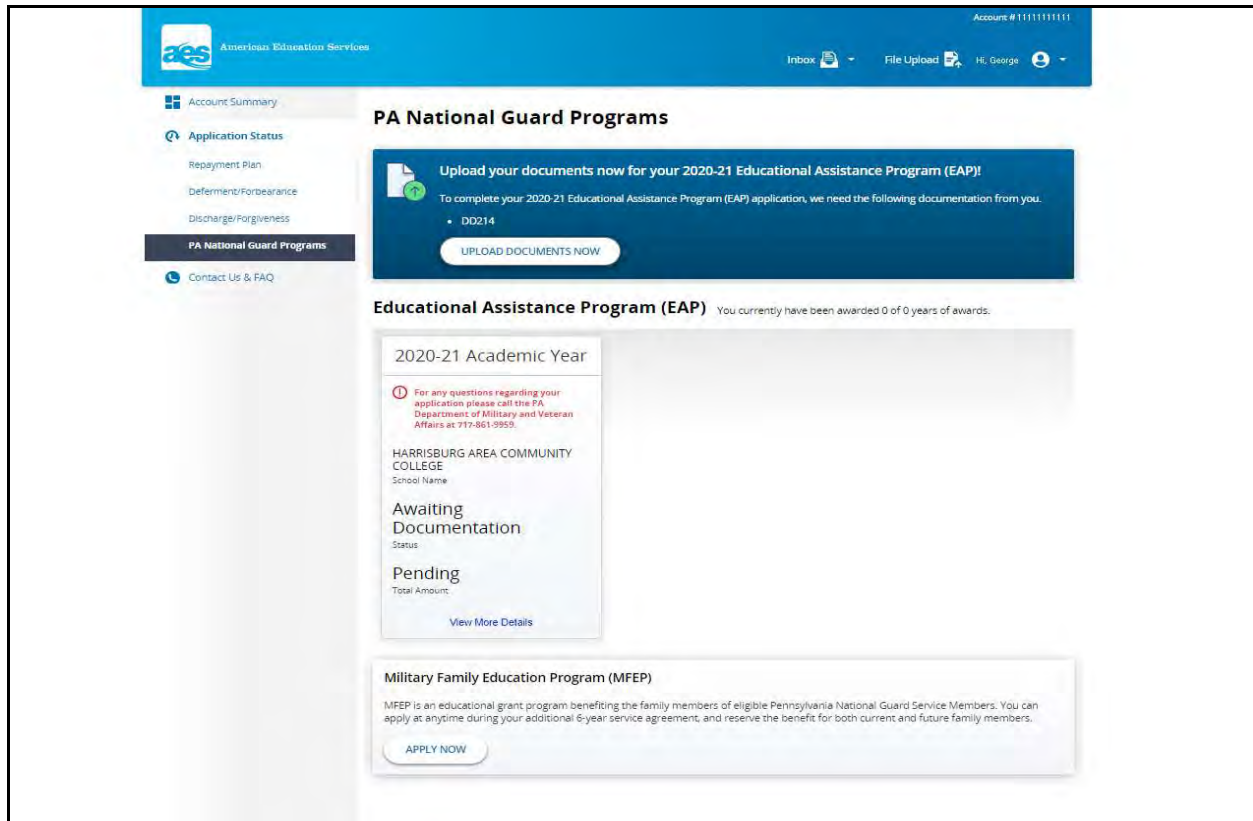
The **Confirmation** page displays the message: **Congratulations! You have successfully submitted updated school information.**



## Education Assistance Program (EAP) Application

### Document Upload

The **PA National Guard Programs** application status page displays for uploading documents if the service member did not return their application or supporting documents.



**PA National Guard Programs**

Upload your documents now for your 2020-21 Educational Assistance Program (EAP)!

To complete your 2020-21 Educational Assistance Program (EAP) application, we need the following documentation from you.

- DD214

[UPLOAD DOCUMENTS NOW](#)

**Educational Assistance Program (EAP)** You currently have been awarded 0 of 0 years of awards.

2020-21 Academic Year		
<p>For any questions regarding your application please call the PA Department of Military and Veteran Affairs at 717-861-9959.</p>		
HARRISBURG AREA COMMUNITY COLLEGE	Awaiting Documentation	Pending
<p><a href="#">View More Details</a></p>		

**Military Family Education Program (MFEP)**

MFEP is an educational grant program benefiting the family members of eligible Pennsylvania National Guard Service Members. You can apply at anytime during your additional 6-year service agreement, and reserve the benefit for both current and future family members.

[APPLY NOW](#)

1. Click the **Upload Documents Now** button.

The **Actions You Need to Take Now** page displays.

The screenshot displays the 'PA National Guard Programs' section of the PHEAA website. Under the heading 'Actions You Need to Take Now', there are two numbered steps:

- 1. Gather supporting documents.** This section states, 'You will need to provide the following documentation for your EAP Application.' and lists 'DD214' as a required document.
- 2. Upload Forms and Supporting Documents** This section explains that 'File Upload allows you to securely upload forms and/or supporting documents directly to the PA Department of Military and Veteran Affairs.' It includes a link: '[I want to mail my document\(s\)](#)'. Below this is a large dark blue box for file uploads with the text 'Add the Files You Want to Upload' and 'Drop files here... OR' followed by a '+ ADD FILES...' button.

At the bottom of the interface are two buttons: 'CANCEL' on the left and 'COMPLETE YOUR UPLOAD' on the right.

This screen displays a list of the documentation that is required to complete the application. The service member can mail the supporting documents or upload the files to the website.

2. To upload the files, drag and drop files to the **Add the Files You Want to Upload** section or click the **+Add Files** button.

**NOTE:** If the service member wishes to mail the supporting documentation, click the **I want to mail my documents** link to view the address and instructions for mailing documentation.

## Education Assistance Program (EAP) Application

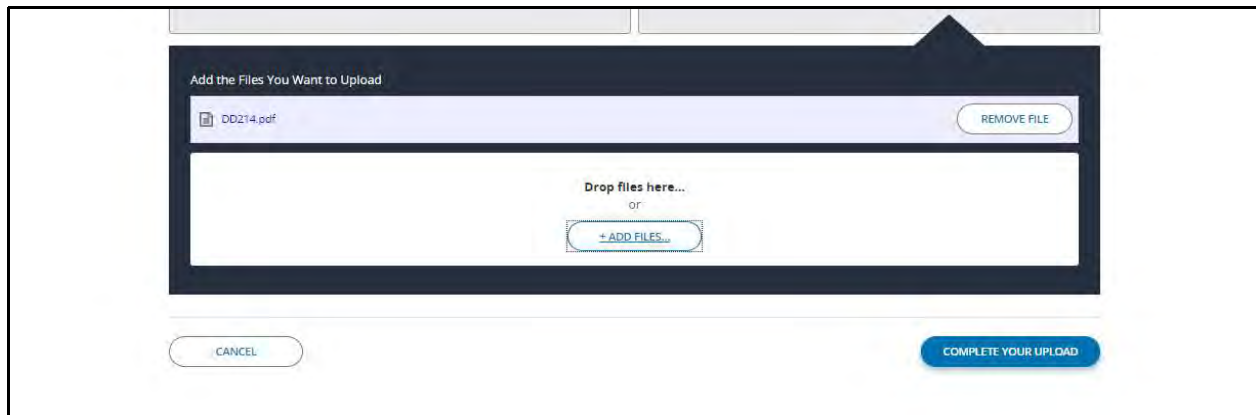
The **Open** dialog box displays.



3. Select the document to be uploaded so that the name appears in the **File name** box.
4. Click the **Open** button.

## Education Assistance Program (EAP) Application

The **Actions You Need to Take Now** page redisplay with the document file in the **Add the Files You Want to Upload** section.

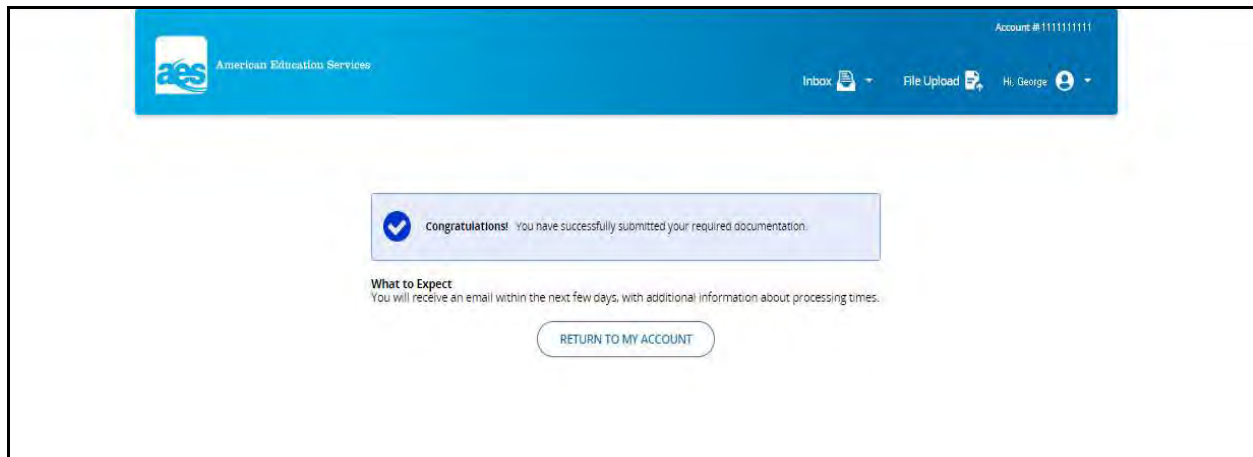


The screenshot shows a web interface for uploading files. At the top, there's a header bar with a dark blue background and a white triangle pointing upwards. Below this, a light blue box contains the text "Add the Files You Want to Upload". Inside this box, a file named "DD214.pdf" is listed with a small document icon to its left and a "REMOVE FILE" button to its right. Below the file list is a large white area with the text "Drop files here..." and "or" below it. A blue button with a white plus sign and the text "+ ADD FILES..." is centered in this area. At the bottom of the interface, there are two buttons: a light blue "CANCEL" button on the left and a dark blue "COMPLETE YOUR UPLOAD" button on the right.

5. Continue adding files as needed.
6. Click the **COMPLETE YOUR UPLOAD** button when all files have been added.

## Education Assistance Program (EAP) Application

The **Congratulations! You have successfully submitted your required documentation** message displays after the upload is completed.



Created in 1963 by the Pennsylvania General Assembly, the Pennsylvania Higher Education Assistance Agency (PHEAA) has evolved into one of the nation's leading student aid organizations. Today PHEAA is a national provider of student financial services, serving millions of students and thousands of schools through its loan guaranty, loan servicing, financial aid processing, outreach, and other student aid programs.

PHEAA's earnings are used to support its public service mission and to pay its operating costs, including administration of the Pennsylvania State Grant and other state-funded student aid programs. As the only major federal loan servicer with a nonprofit public service mission, PHEAA devotes its energy and resources to help ease the financial burden of higher education for its primary stakeholders – Pennsylvania students and families.

PHEAA conducts its student loan servicing operations nationally as FedLoan Servicing and American Education Services (AES). PHEAA operates its digital technology division as Avereo. For more information, visit [PHEAA.org](https://www.pheaa.org).

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## Pennsylvania Higher Education Assistance Agency

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