Educational Assistance Program (EAP) Application User Guide

PHEAA

Notes

Table of Contents

Introduction 4
Access from the PHEAA Website 5
Statement of Understanding 13
Personal Information 17
Military Information 19
School Information 21
References 23
Employment 25
Verify & Sign 27
Gather and Mail Application 31
Help Me Decide 35
Renewal Applications 39
Application Status 55
Update School Information 59
Document Upload 63

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.

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

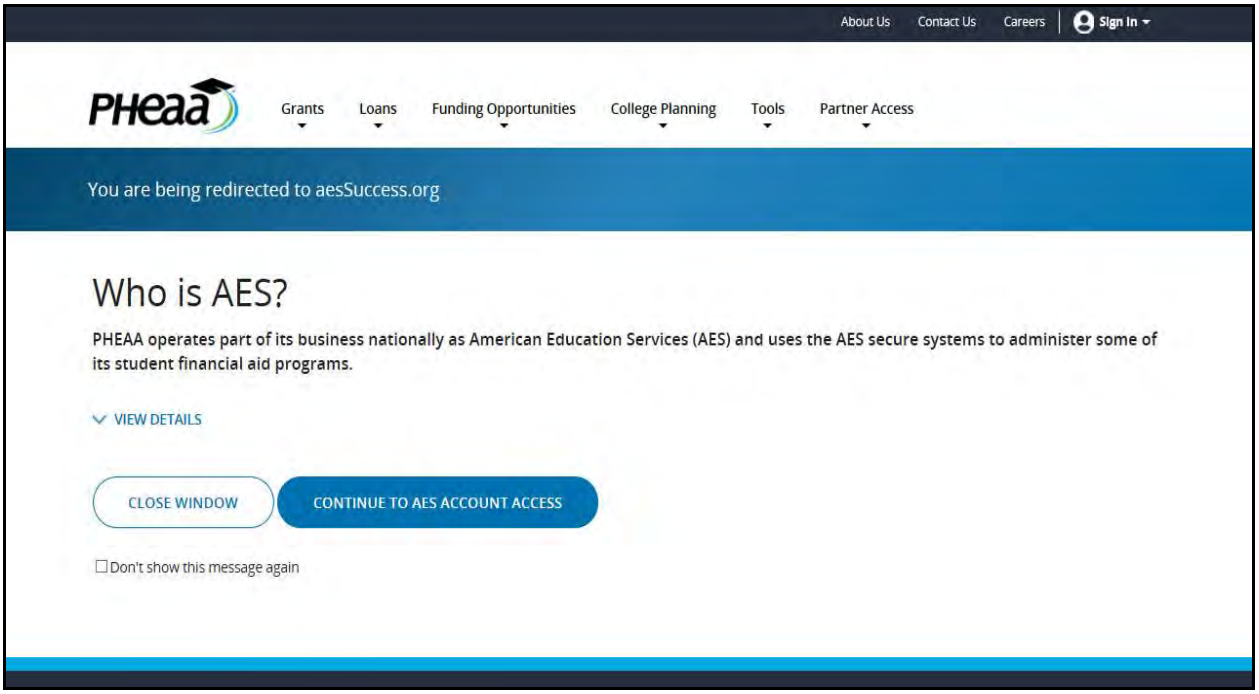
Access from the PHEAA Website

1. Enter the following URL in a Web browser: www.pheaa.org.

The PHEAA home page displays.

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

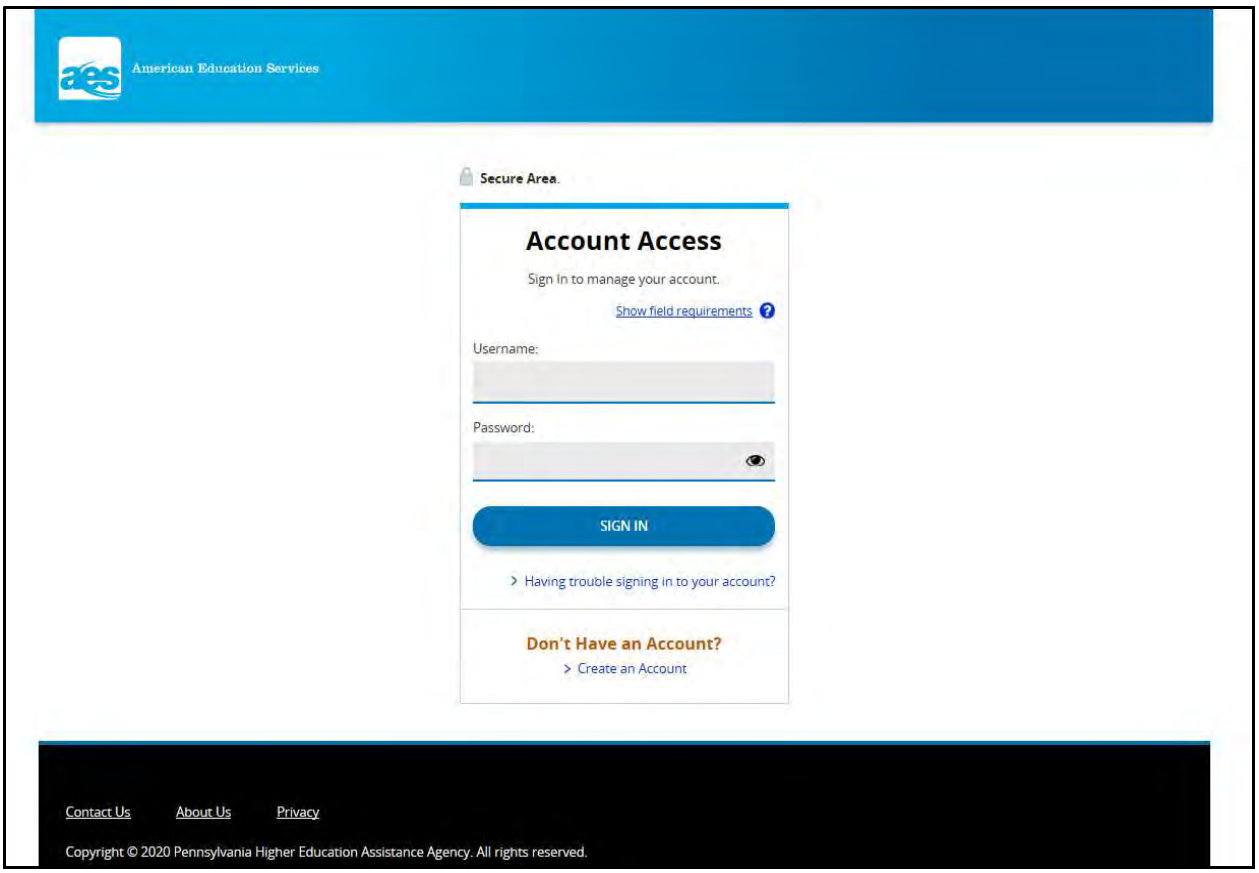
The **Who is AES?** page displays.



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

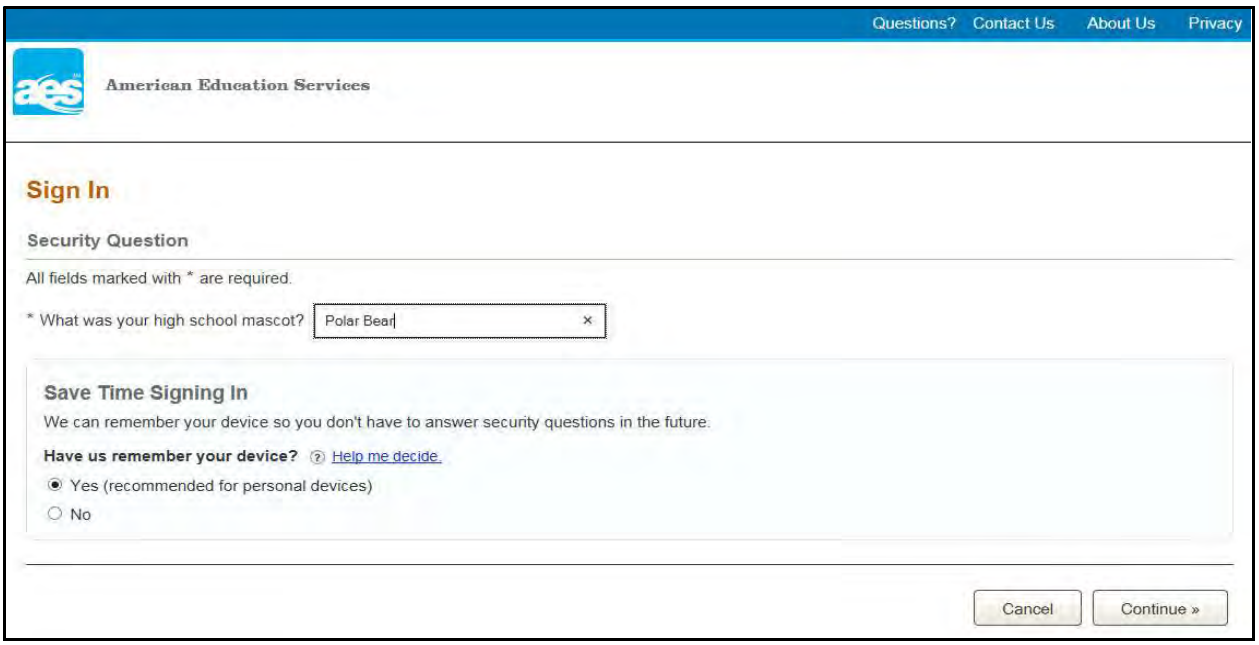
3. Click the **Continue to AES Account Access** button to view the **Account Access Sign In** page.

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



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.

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.

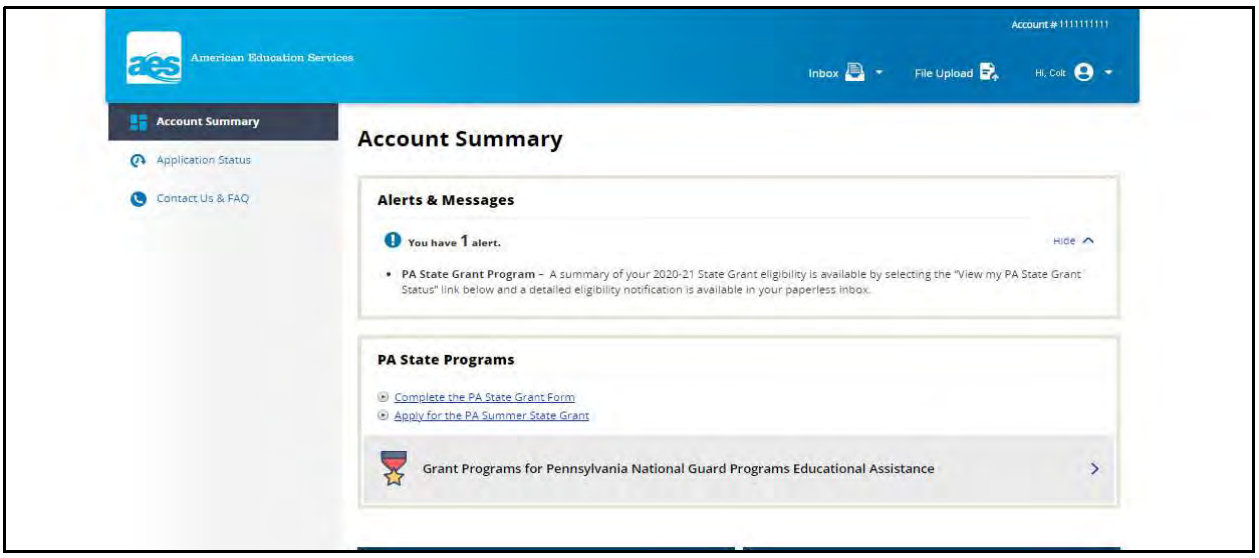
7. Enter the response to the security question. This field is required.

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.

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



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

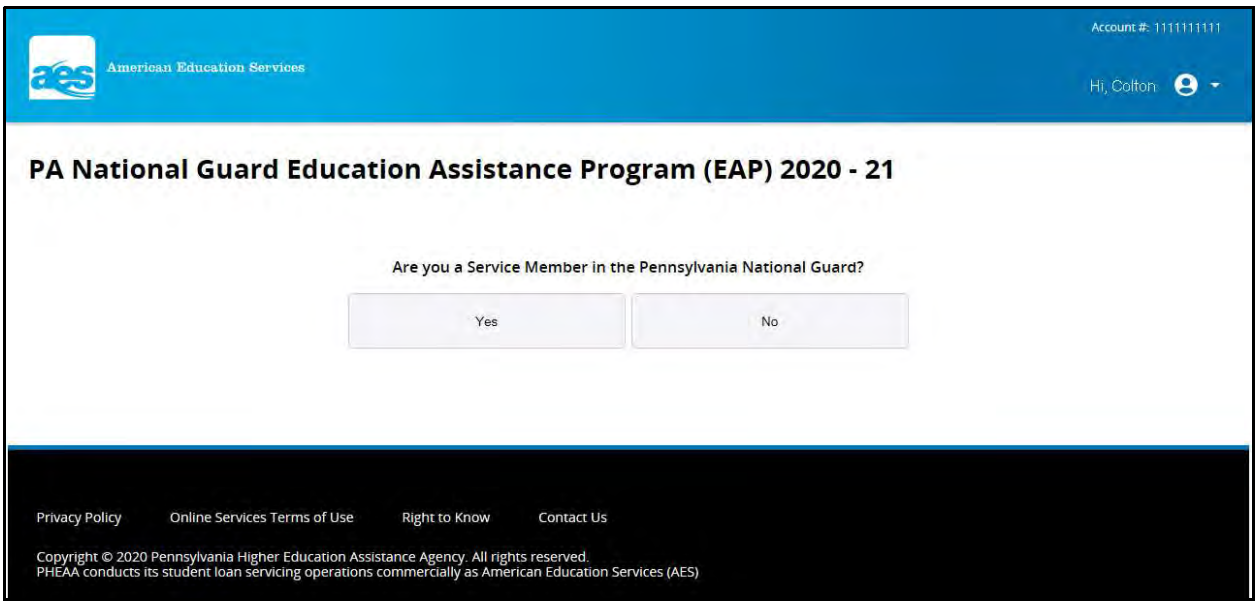
The **PA National Guard Programs** page displays.

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.

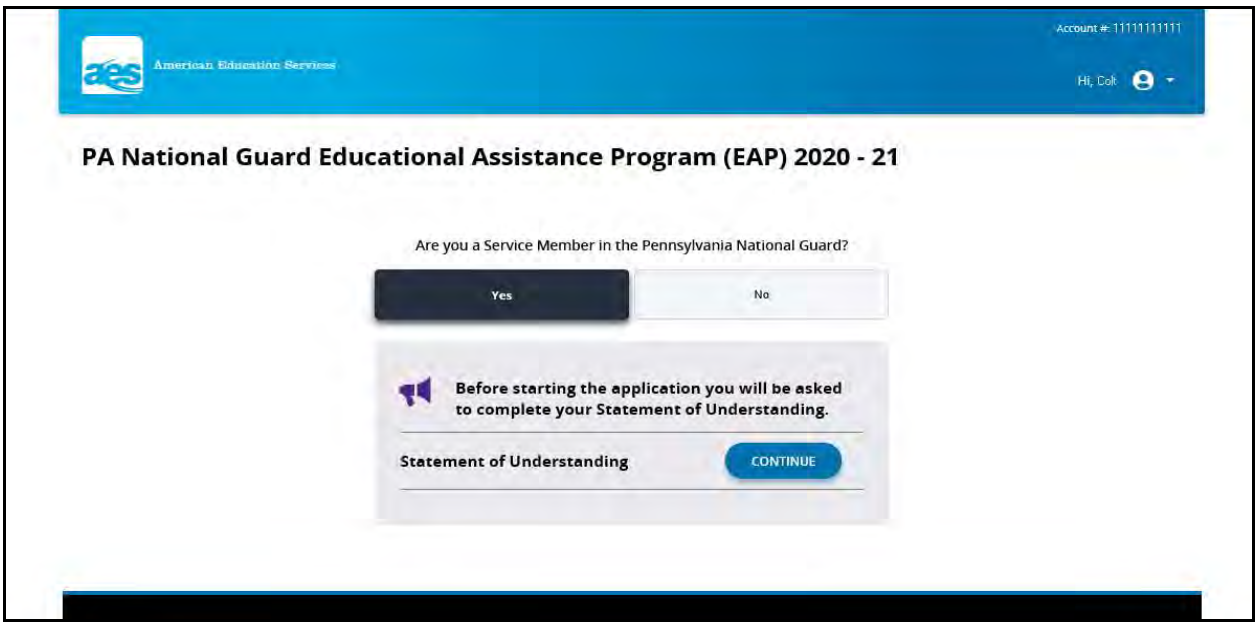
    NOTE: Refer to the user guide for the Military Family Education Program (MFEP) to review more information about applying for the Military Family Education Program.

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



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

The **Statement of Understanding** message displays.



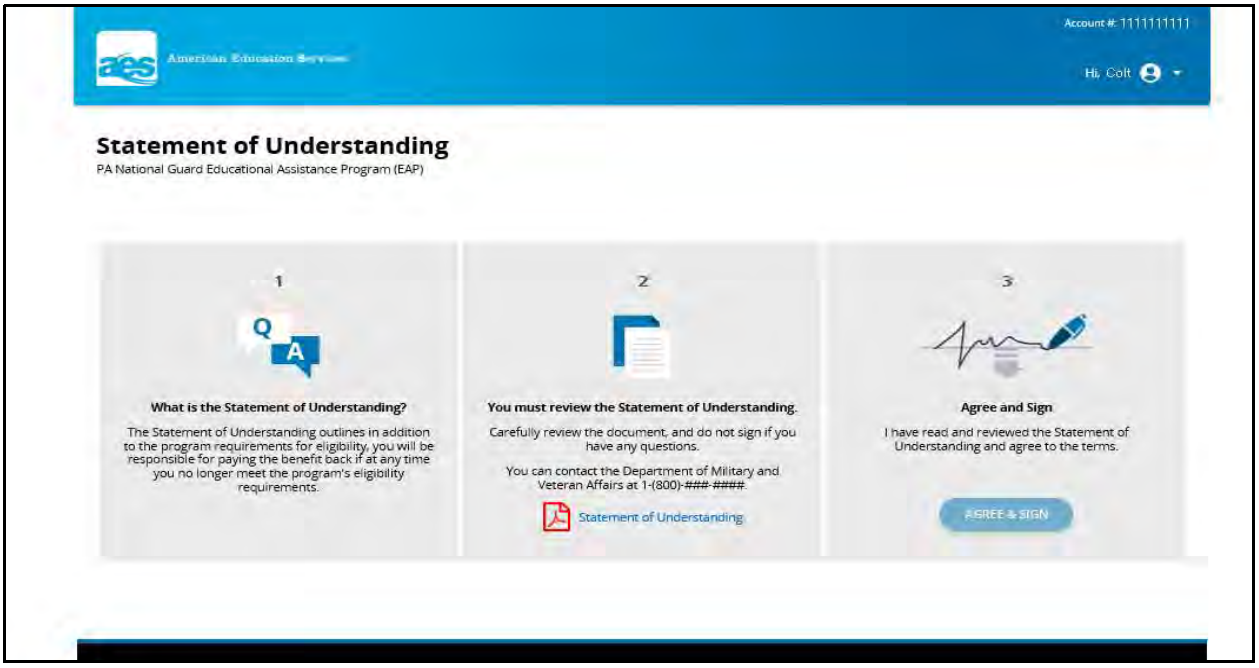
Before starting the application, the consumer must complete and read the Statement of Understanding.

> **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

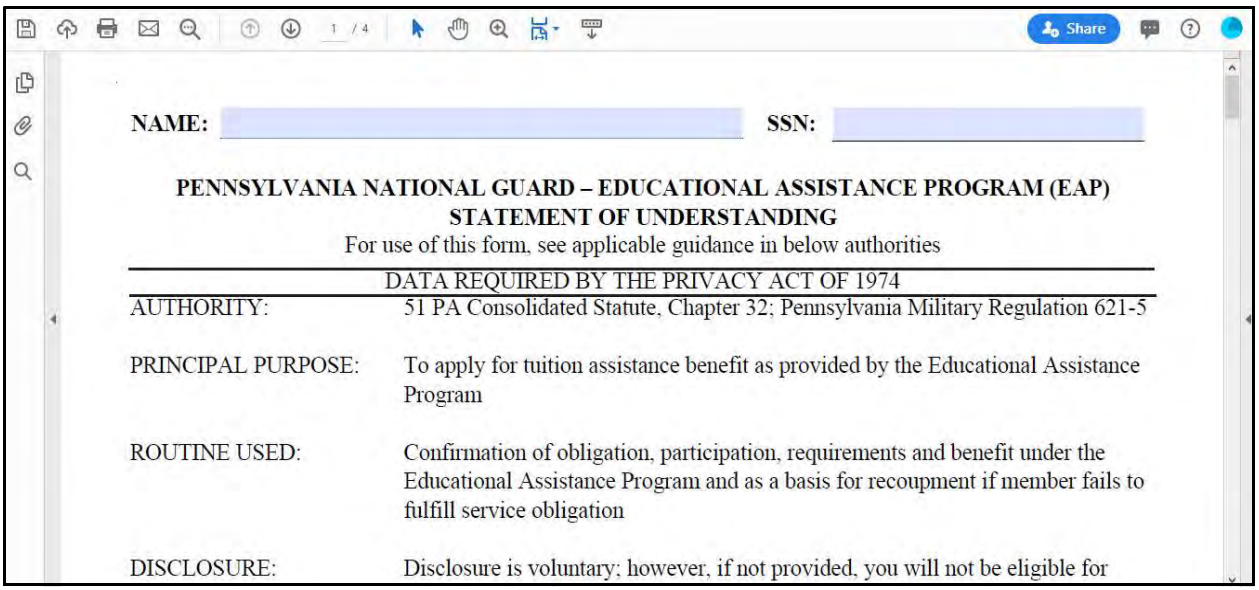
The **Statement of Understanding** page displays.



This screen describes the Statement of Understanding.

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

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

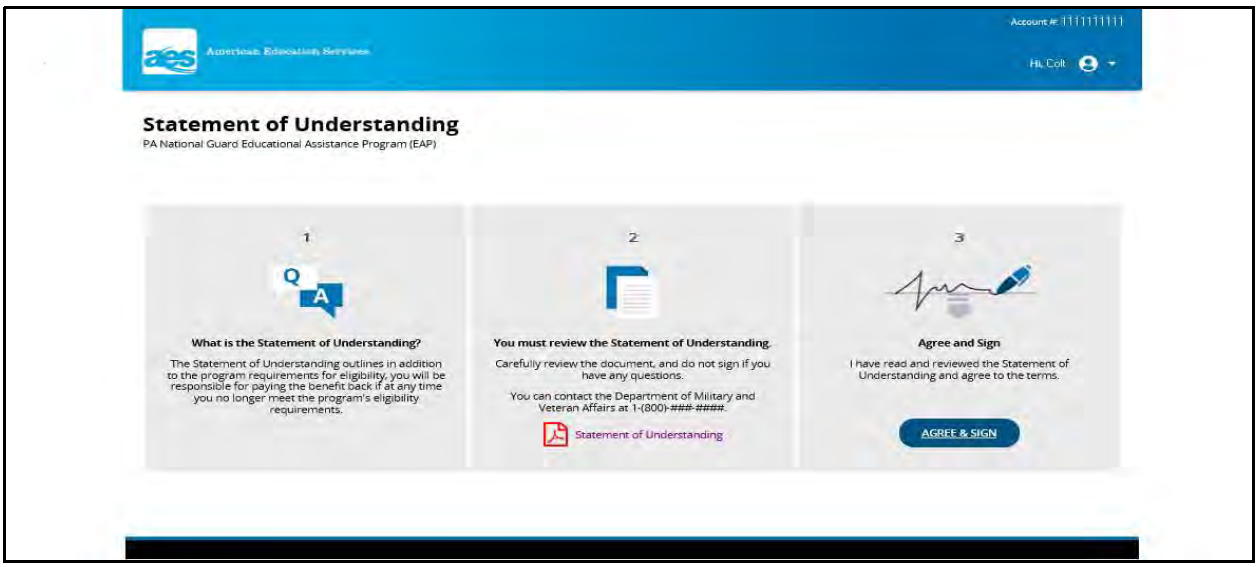
DATA REQUIRED BY THE PRIVACY ACT OF 1974

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.

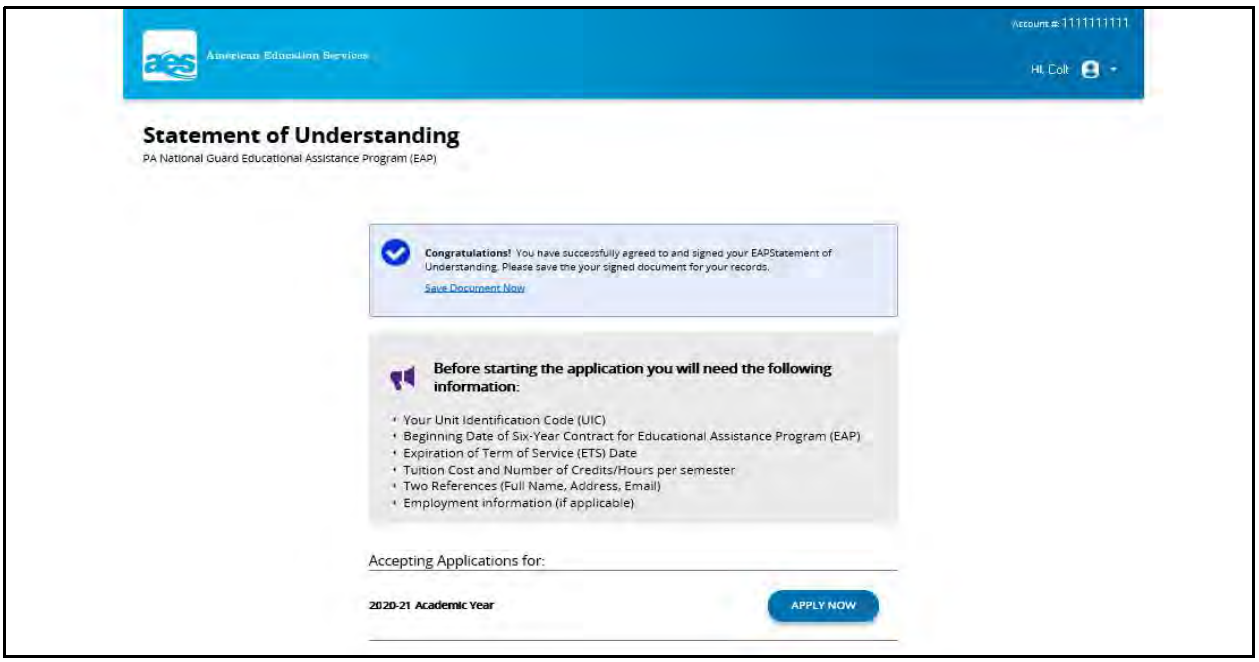
3. Close the PDF.

The **Statement of Understanding** page redisplays.



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

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



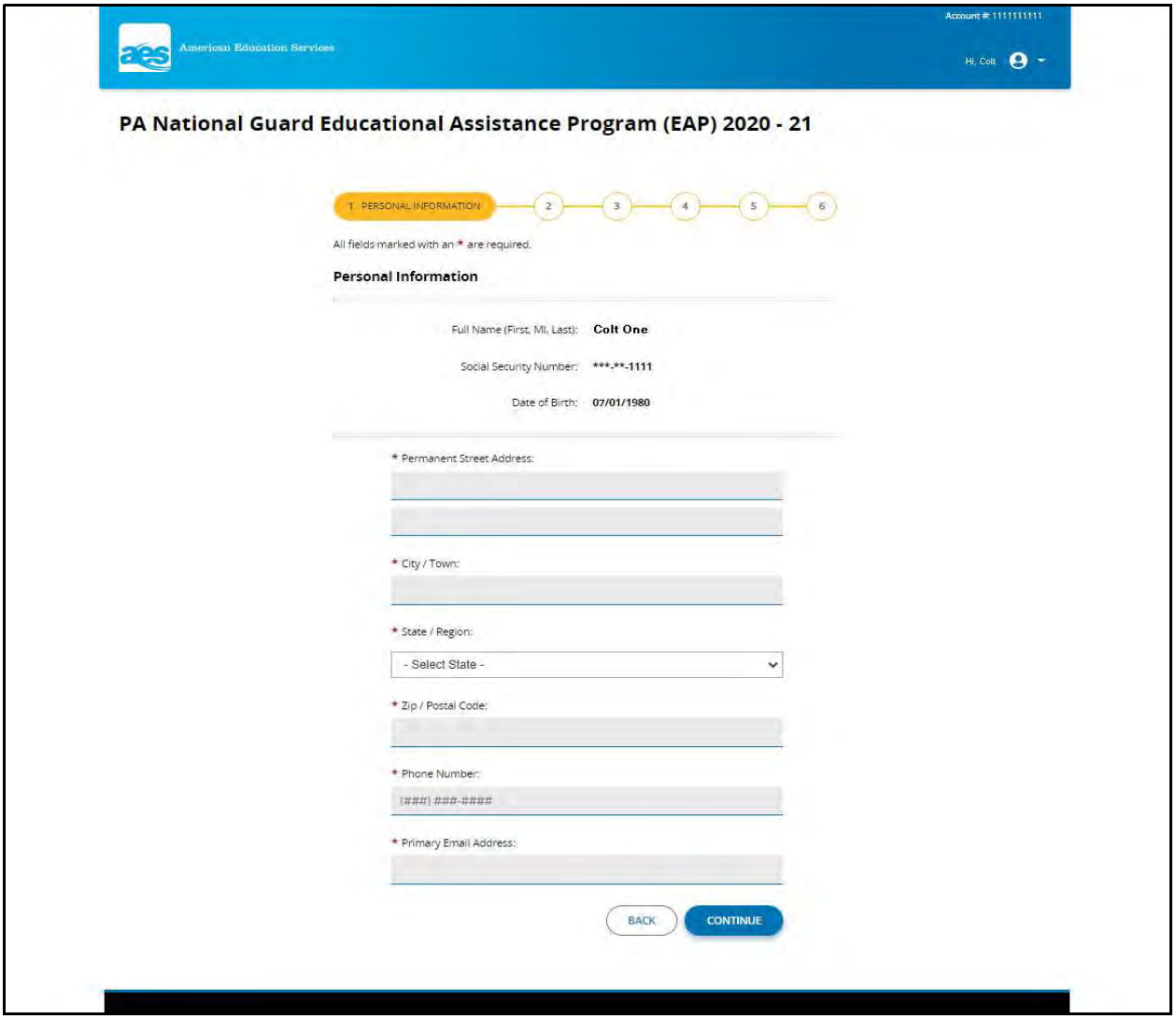
NOTE: Click the **Save Document Now** link under the Congratulations message to save the Statement of Understanding.

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.



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.

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.

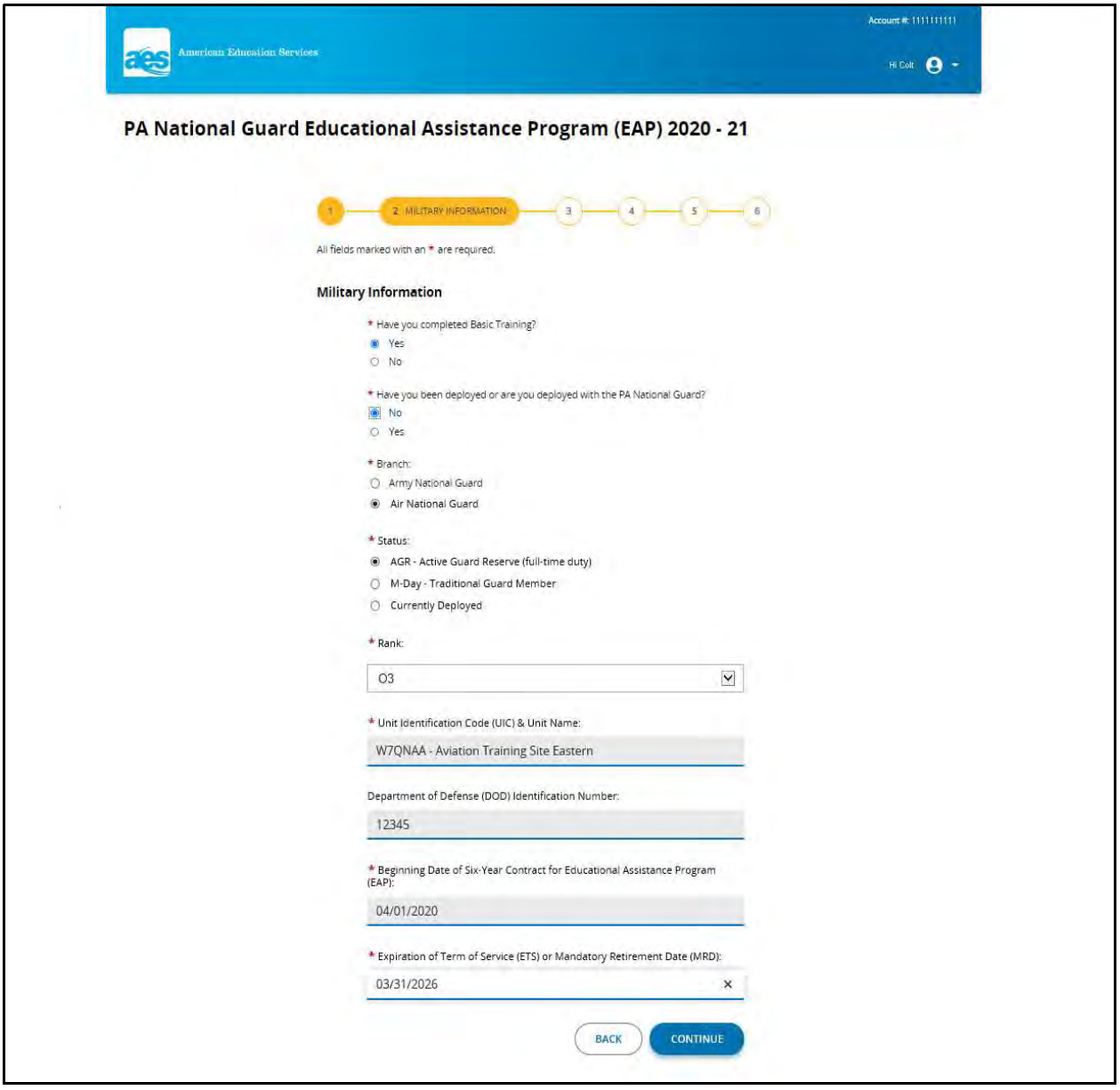
5. In the **Phone Number** field, enter the service member's phone number. This field is required.

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.



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.

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.

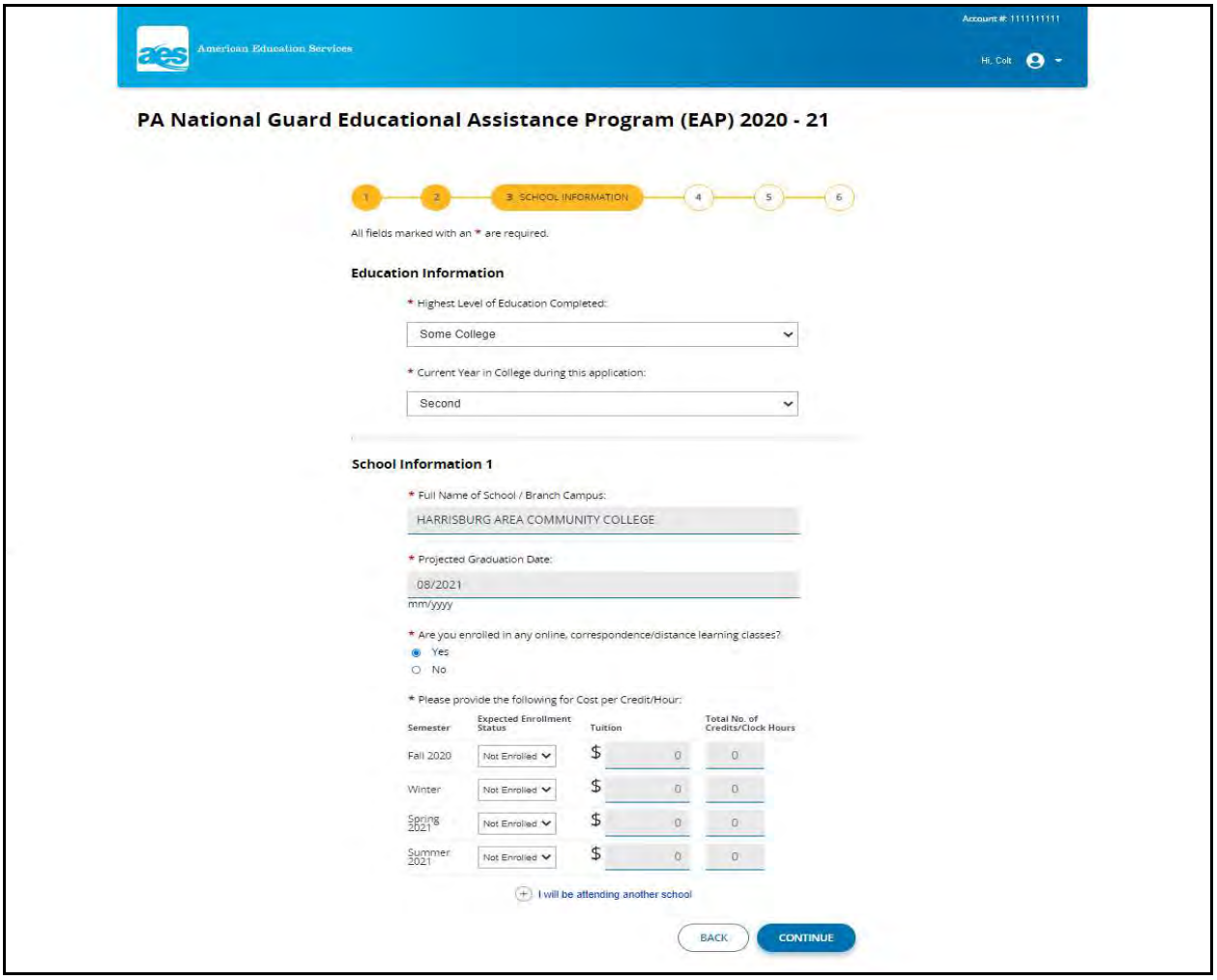
8. In the **Beginning Date of Six-Year Contract for Education Assistance Program (EAP)** field, enter the beginning date of the contract for EAP in MM/DD/YYYY format. This field is required.

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.



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.

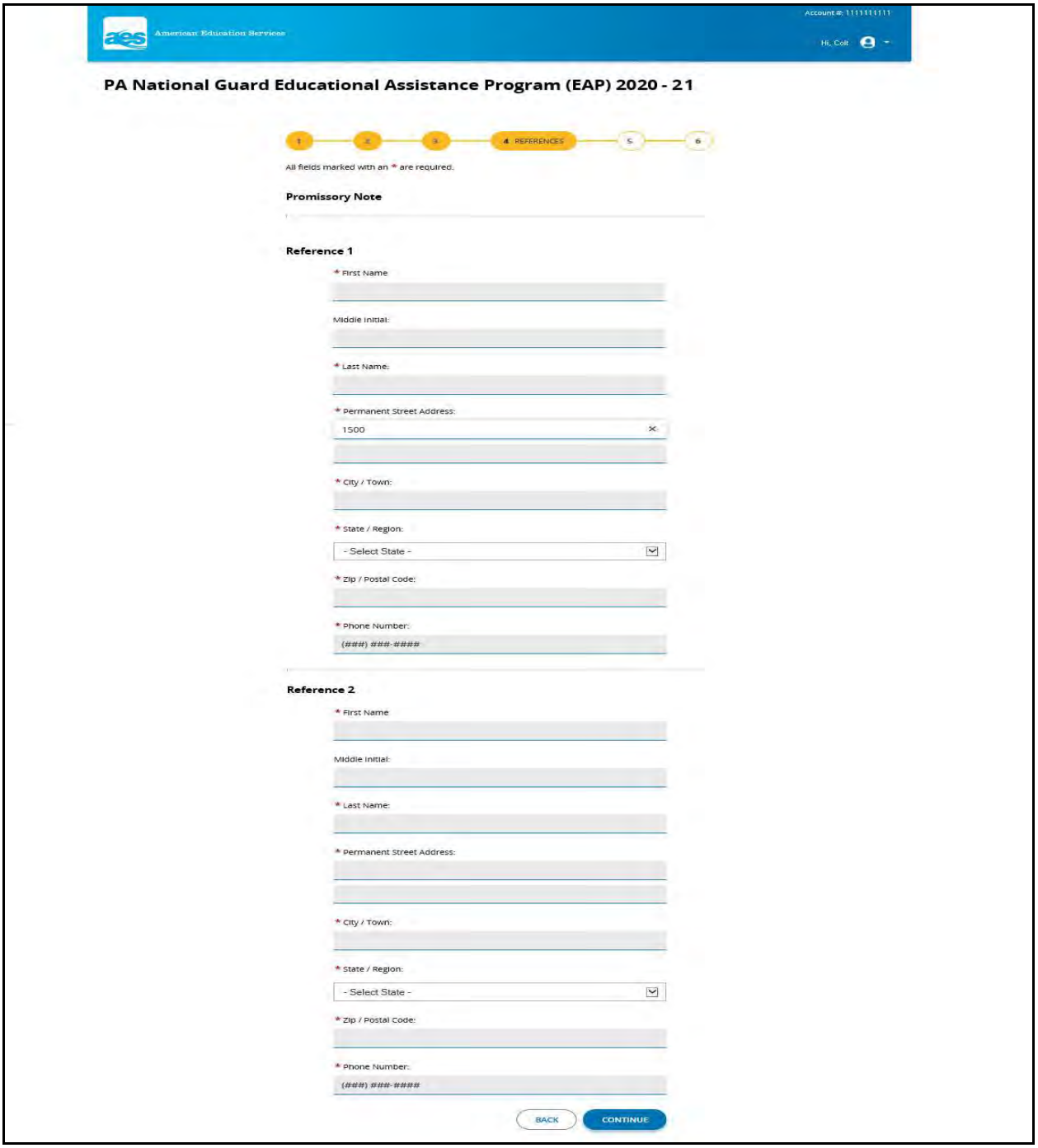
10. Click the link **I will be attending another school** to add information about another school.

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

11. Click the **CONTINUE** button.

References

The **References** page displays.

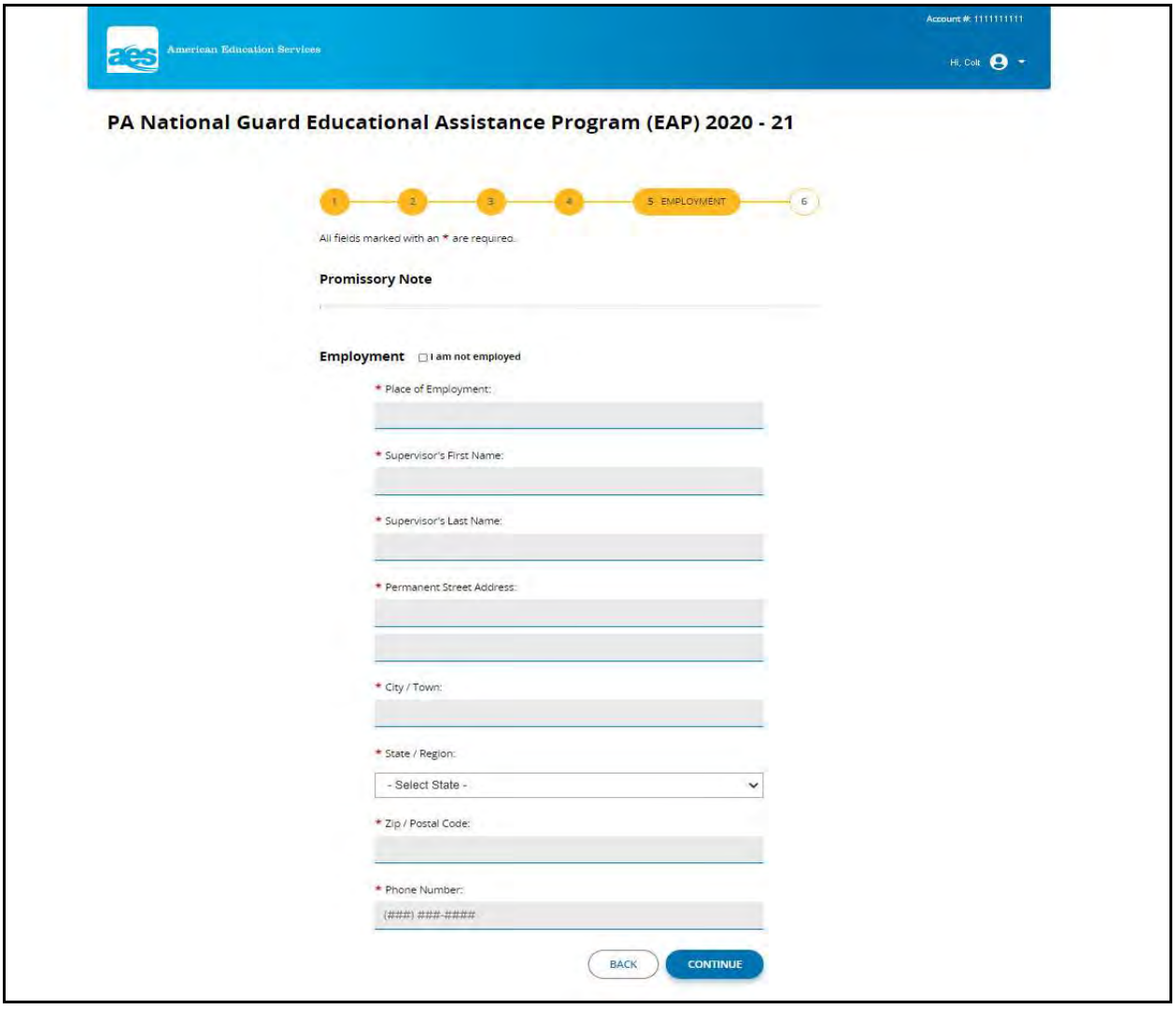


Two references are required for the application.

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' phone number. This field is required.
17. Click the **CONTINUE** button.

Employment

The **Employment** page displays.



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.

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.

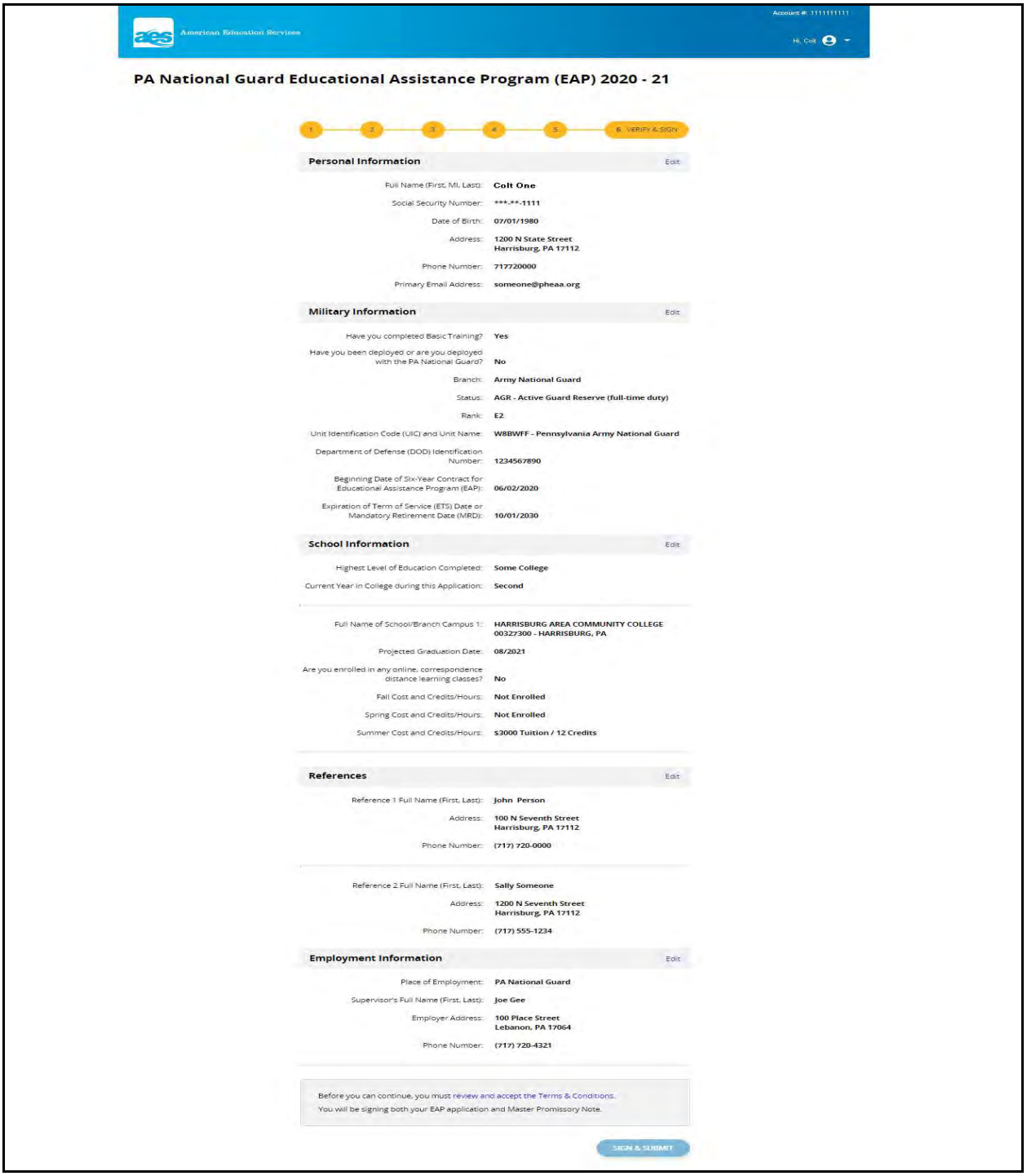
8. In the **Zip/Postal Code** field, enter the ZIP or postal code of the employer. This field is required.

9. In the **Phone Number** field, enter the phone number of the employer. This field is required.

10. Click the **CONTINUE** button.

Verify & Sign

The **Verify & Sign** page displays.

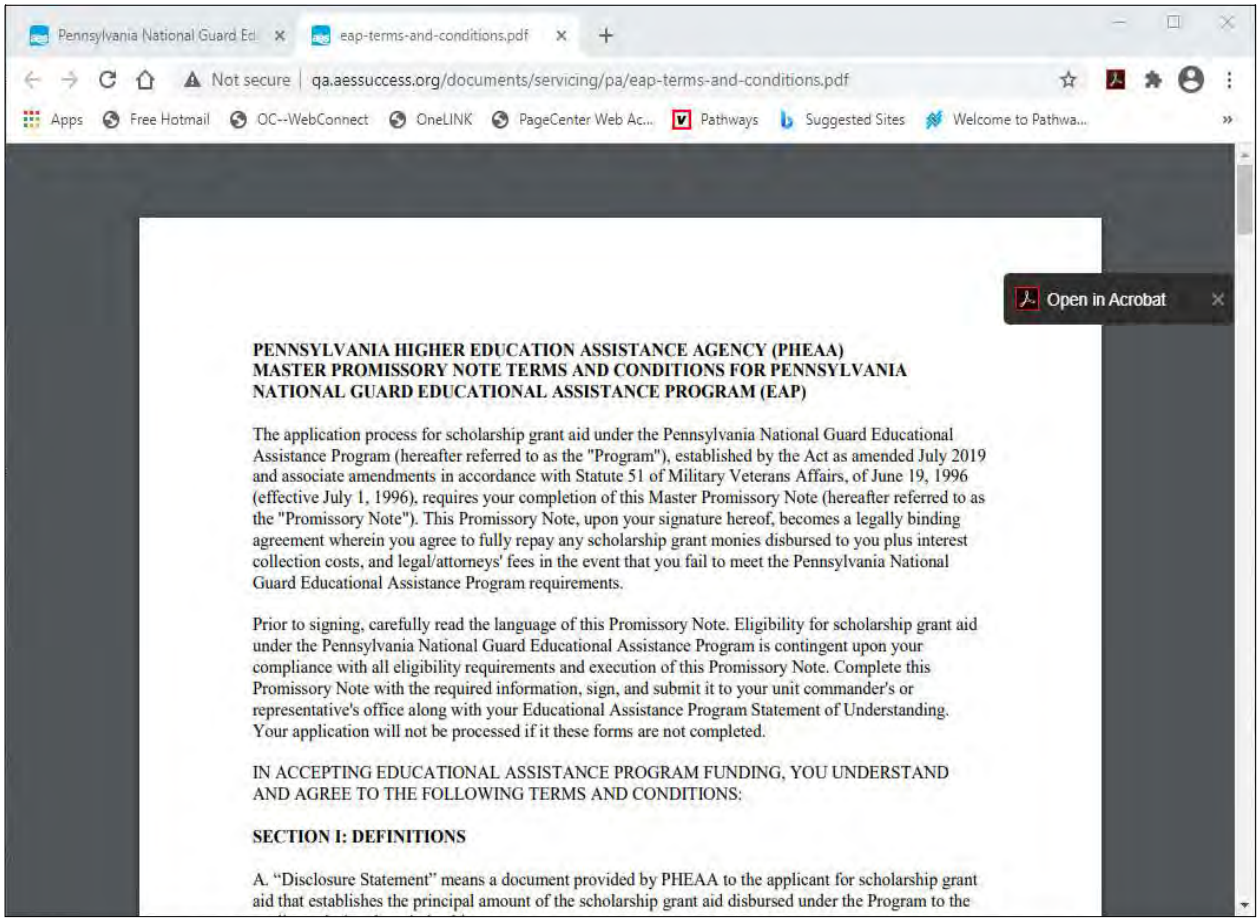


This page is used to verify the information and entered and review and accept the terms and conditions.

1. If any information is incorrect, click the **Edit** link next to that section to return to that information page to make corrections.

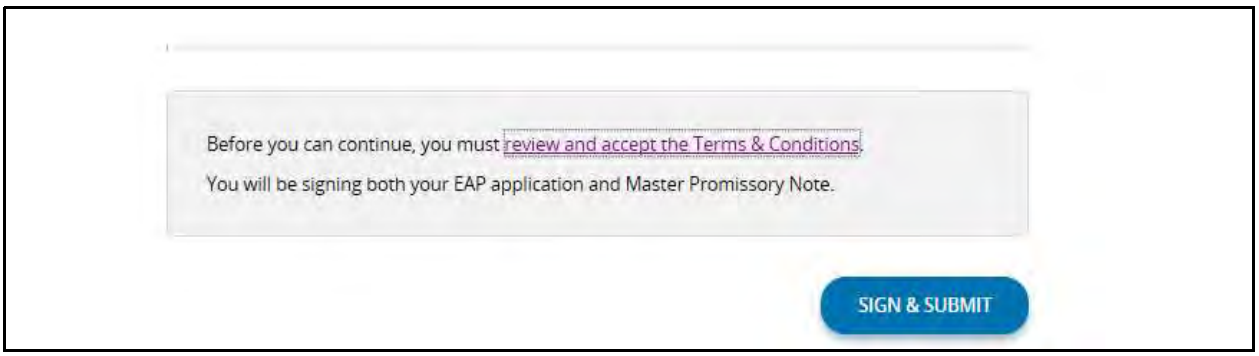
2. Click the **review and accept the Terms & Conditions** link at the bottom of the page.

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.

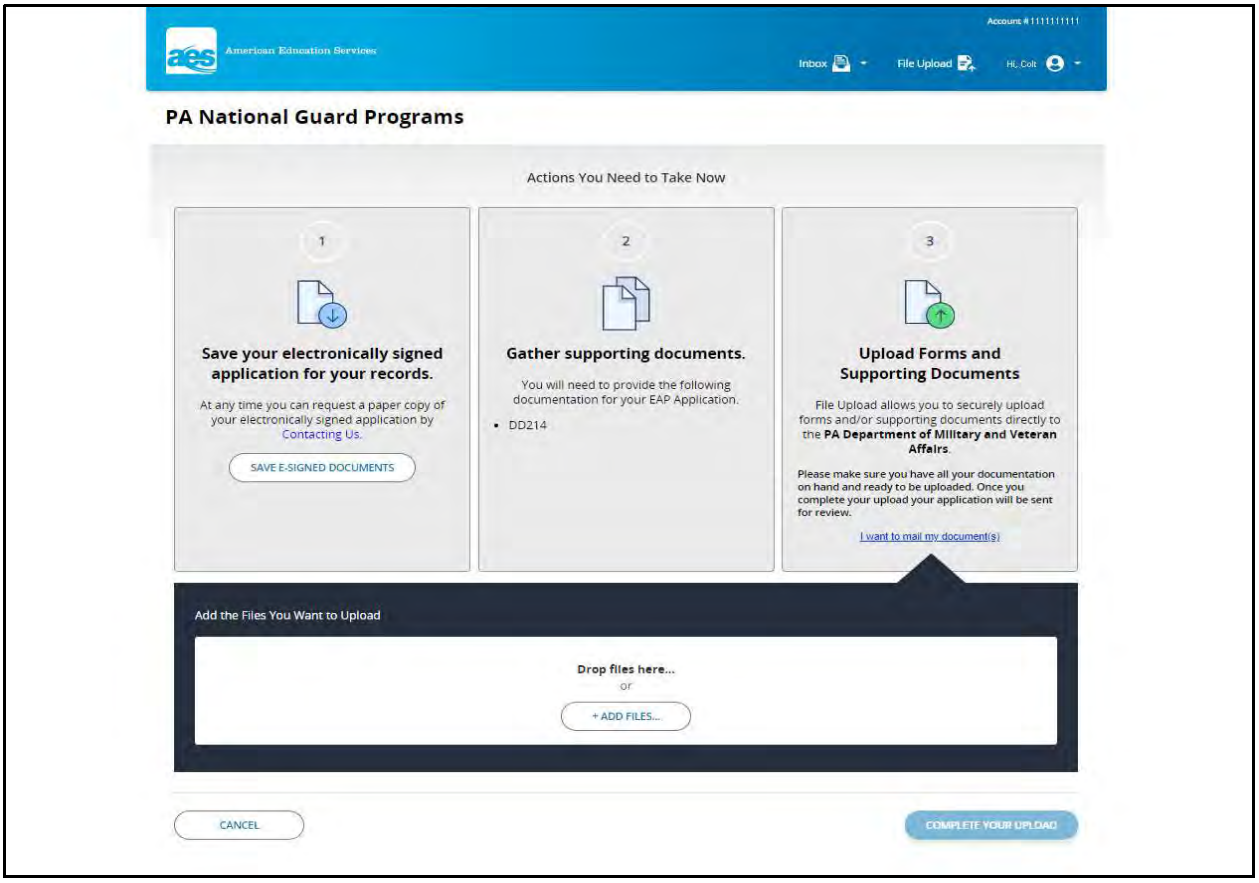
The **Verify & Sign** page redisplays with the **Sign & Submit** button available.



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

Gather and Mail Application

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

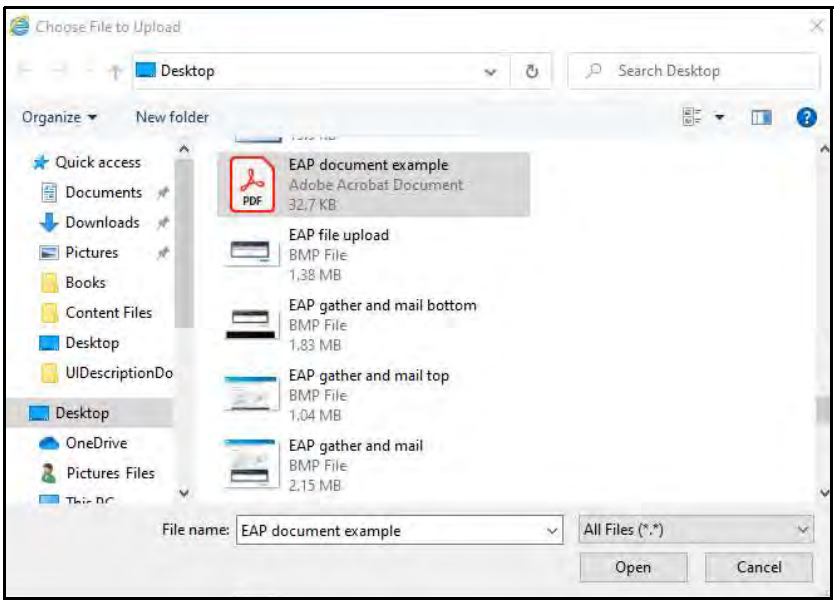


This page displays **Actions You Need to Take Now** information to save the application, gather supporting documents and mail supporting documents. Consumers also have the option to upload supporting documents.

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.

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

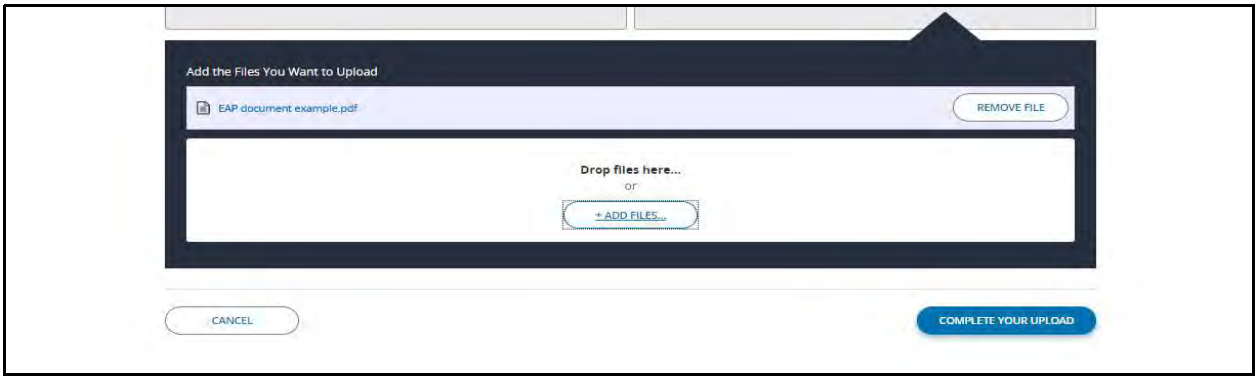


NOTE: Only certain types of files, such as PDF and JPEG, may be uploaded.

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

4. Click the **Open** button.

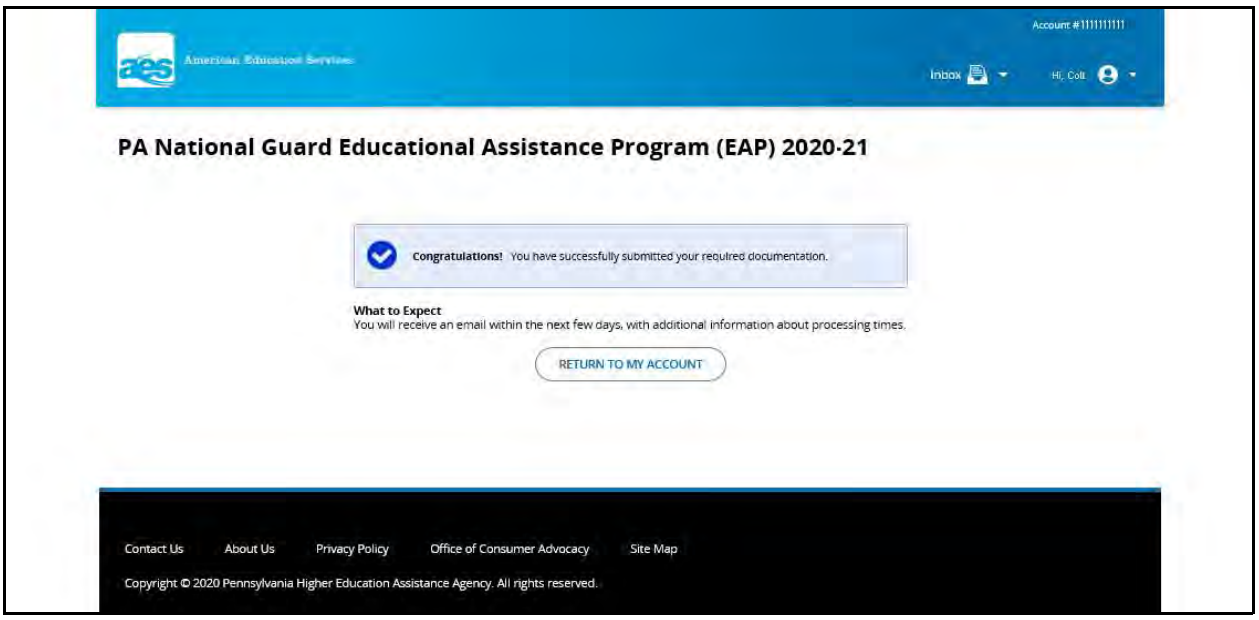
The **Gather and Mail Application** page redisplays with the document file in the **Add the Files You Want to Upload** section.



5. Continue adding files as needed.

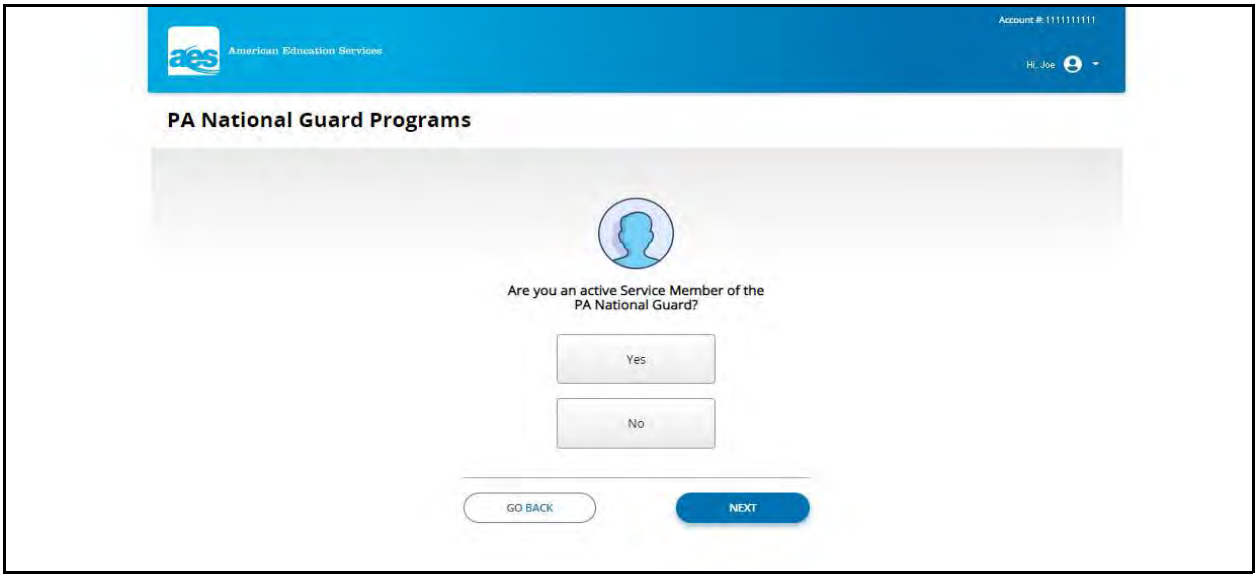
6. Click the **COMPLETE YOUR UPLOAD** button when all files are added.

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



Help Me Decide

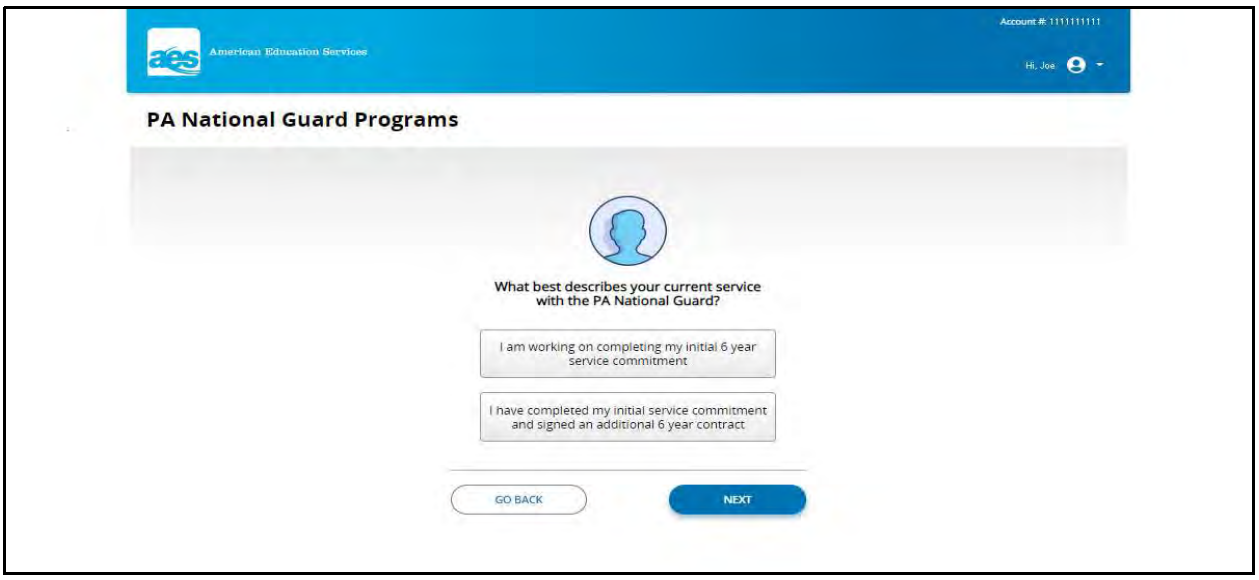
If the **Help Me Decide** button was clicked on the **PA National Guard Programs** page, the active service member question displays.



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.

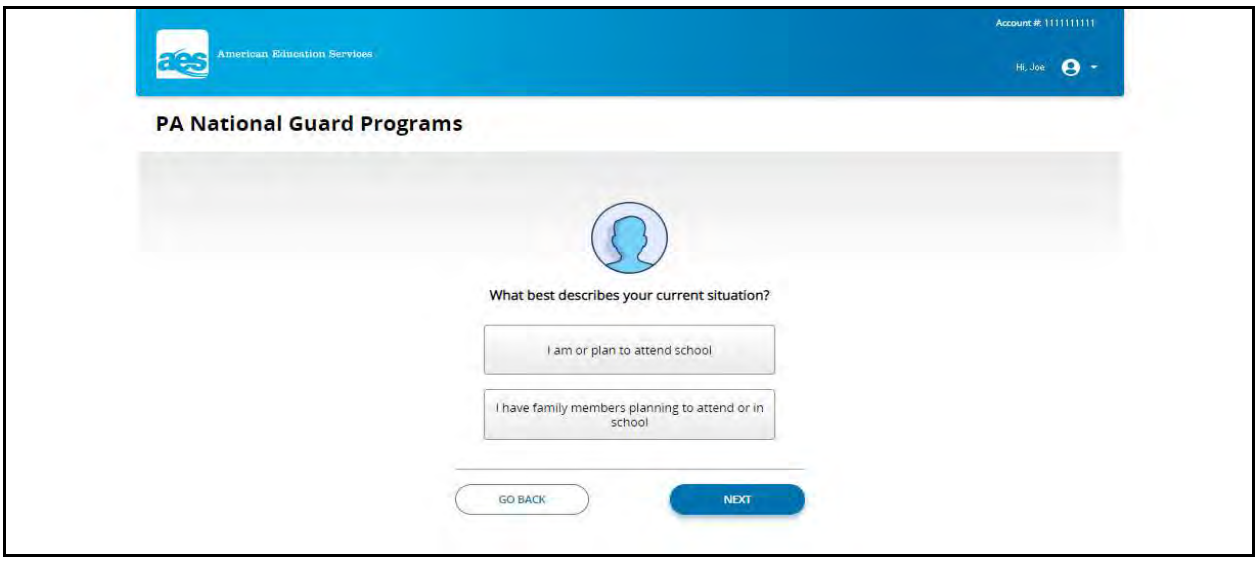
The **PA National Guard Programs** page displays the next question.



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.

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



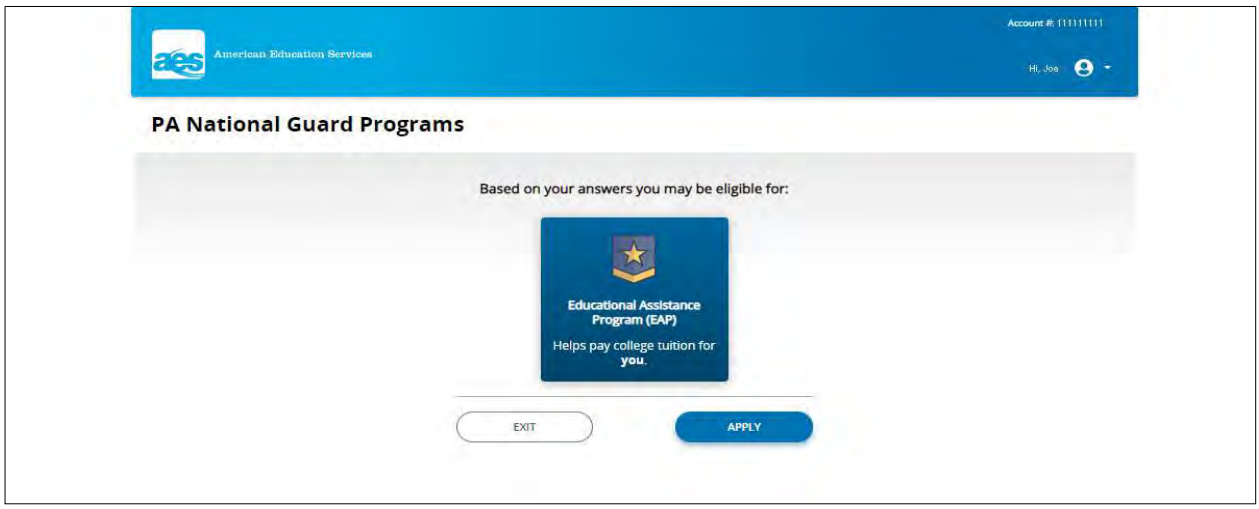
5. Click one of the following options to the question: **Which best describes your current situation?**

- 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).

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



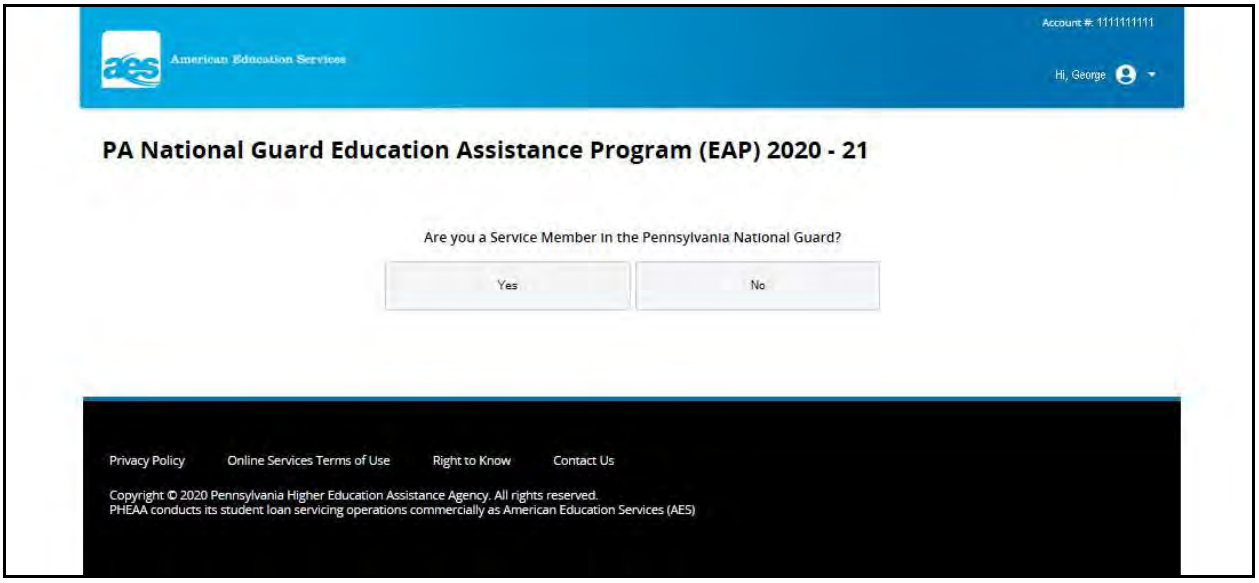
7. Click the **APPLY** button to continue processing.

   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

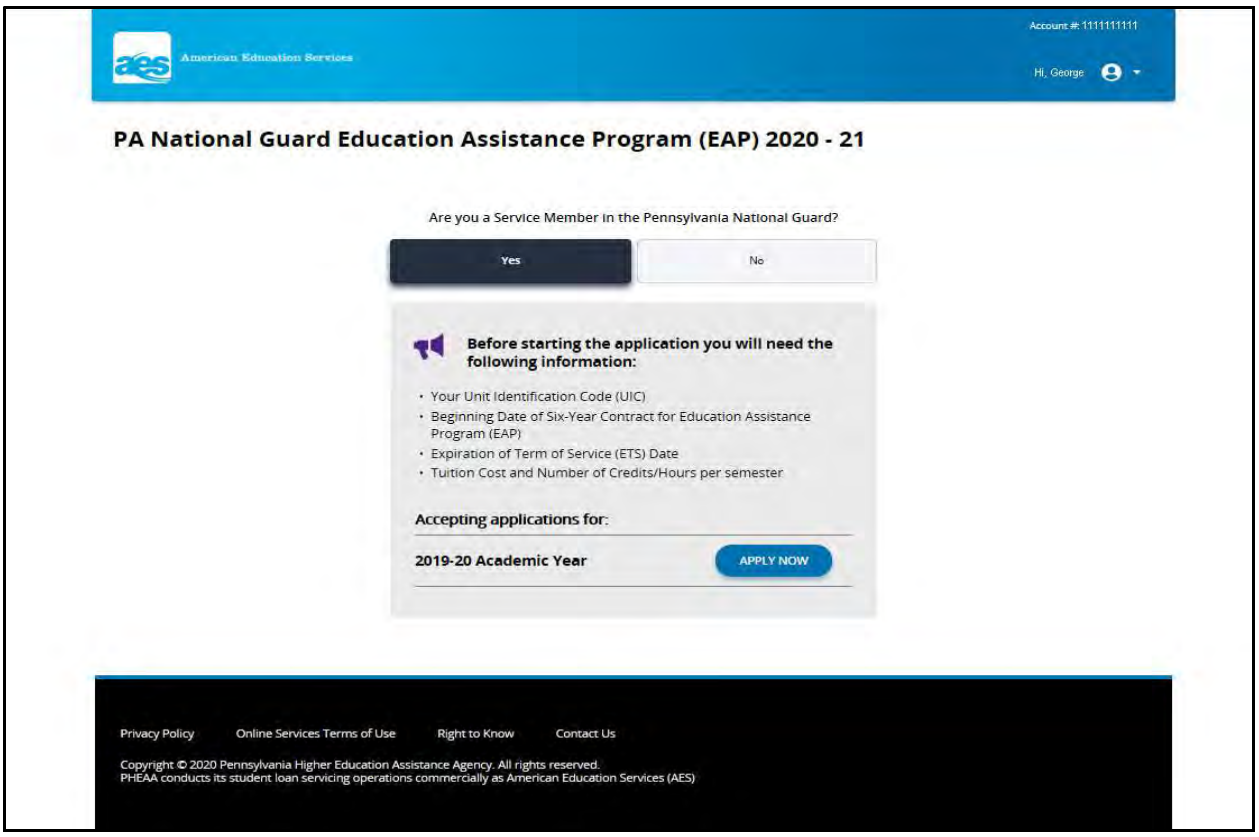
If the service member was previously provided with an EAP award, they may renew an EAP application for a subsequent award year.

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



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

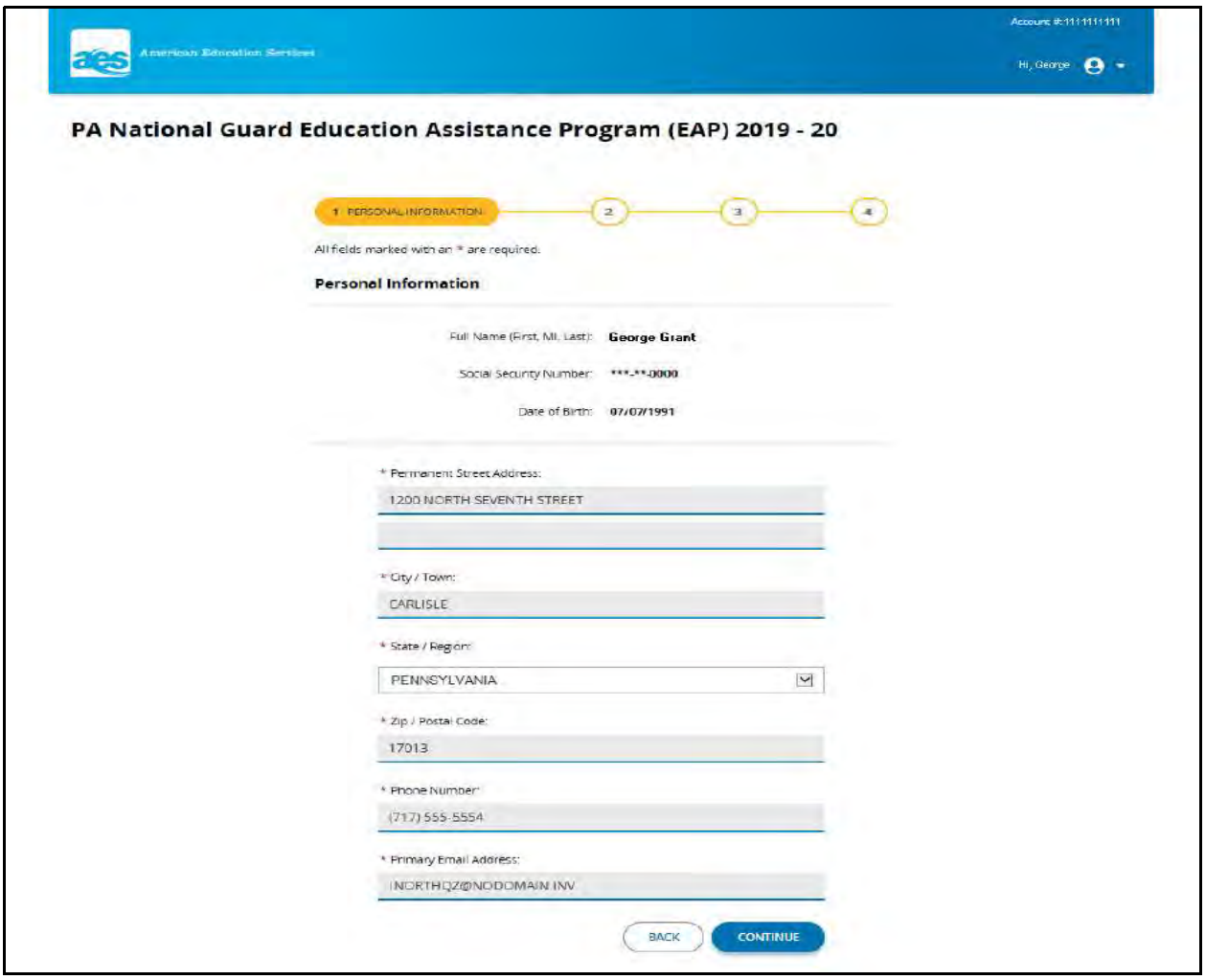
The page redisplays with a list of information required to complete the application.



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.



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.

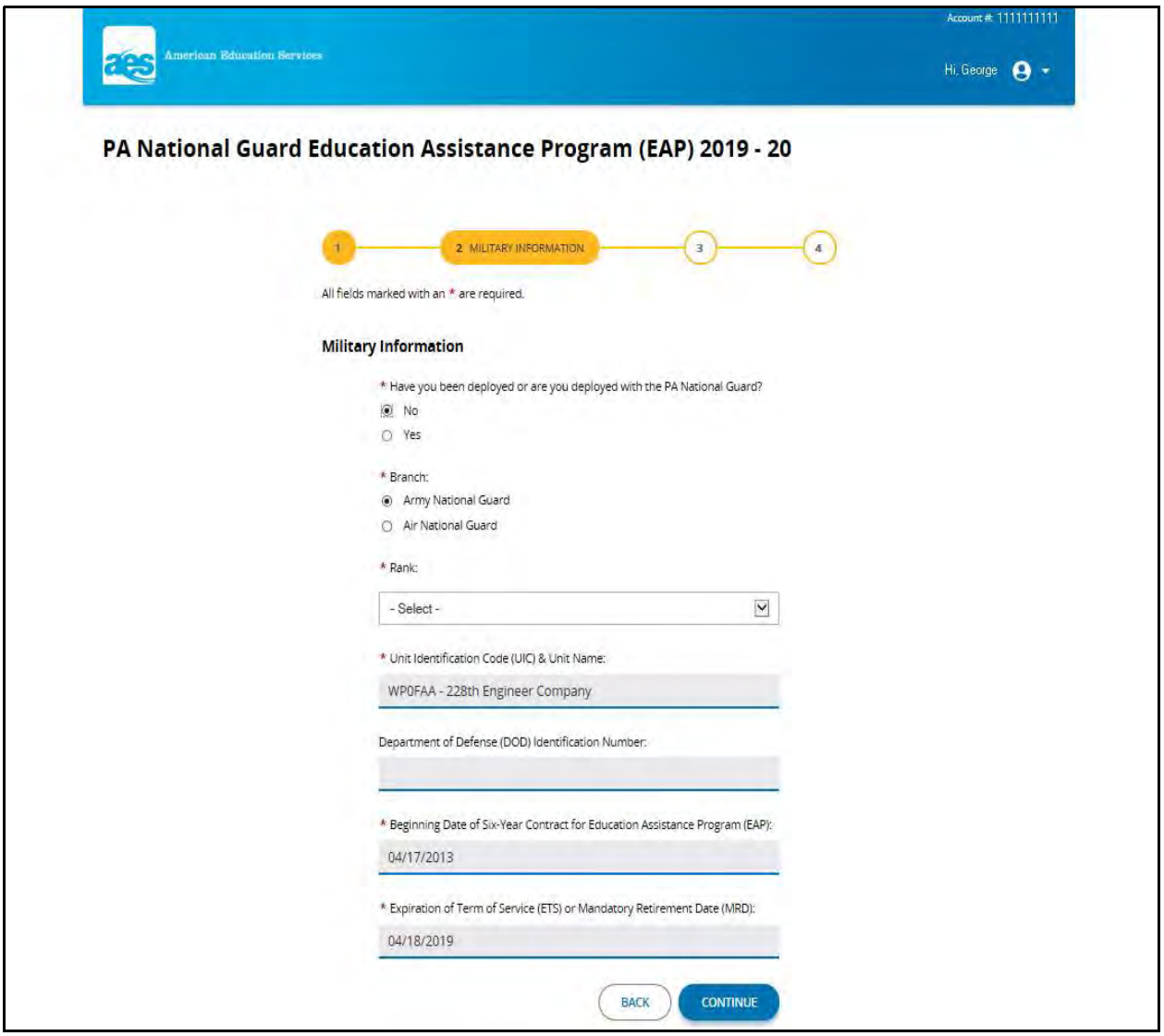
6. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.

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.



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.

13. In the **Rank** field, click the drop-down arrow to select the military rank of the student. This field is required.

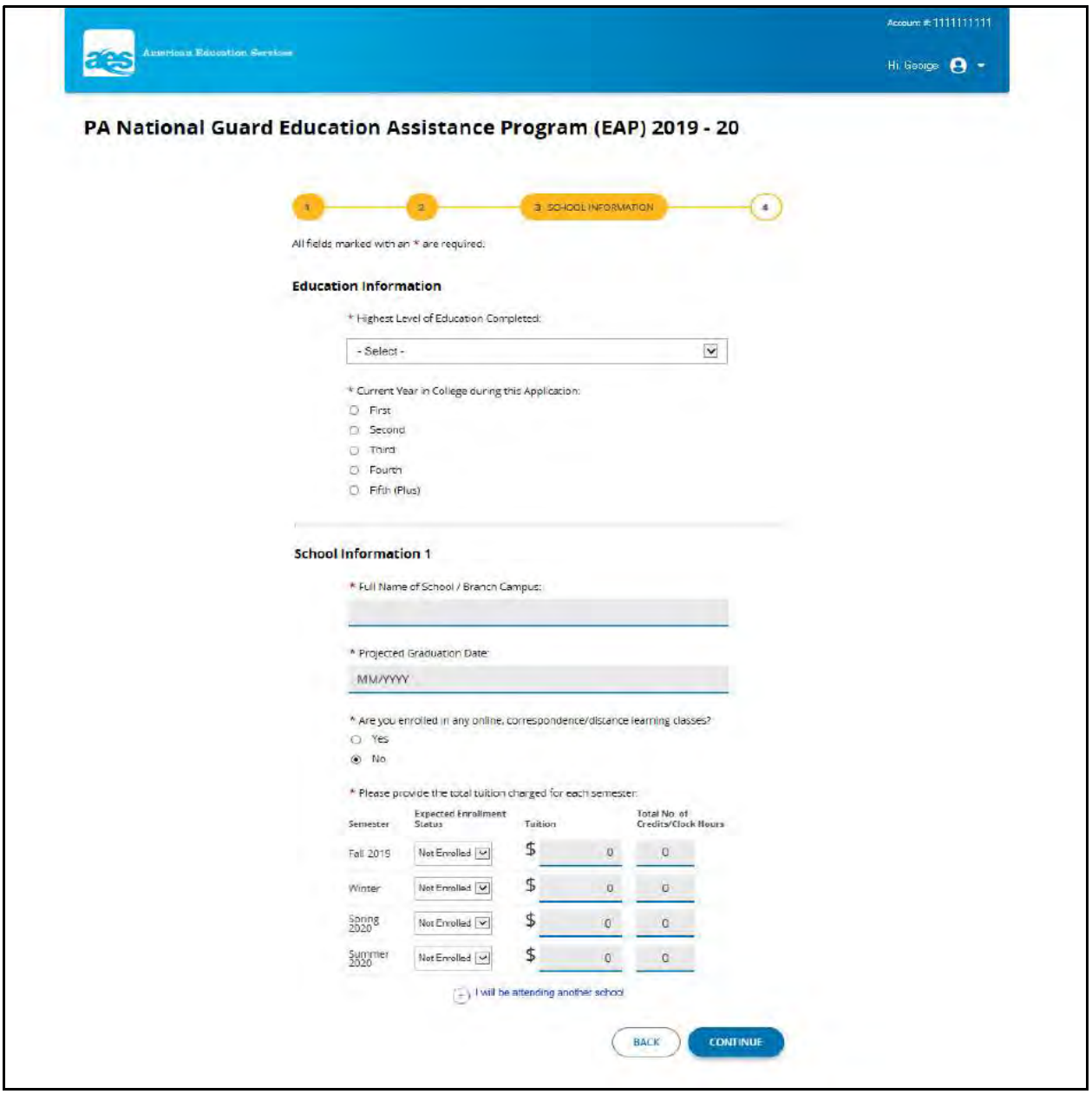
14. In the **Department of Defense (DOD) Identification Number** field, enter the DOD identification number.

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.

The **School Information** page displays.



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.

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.

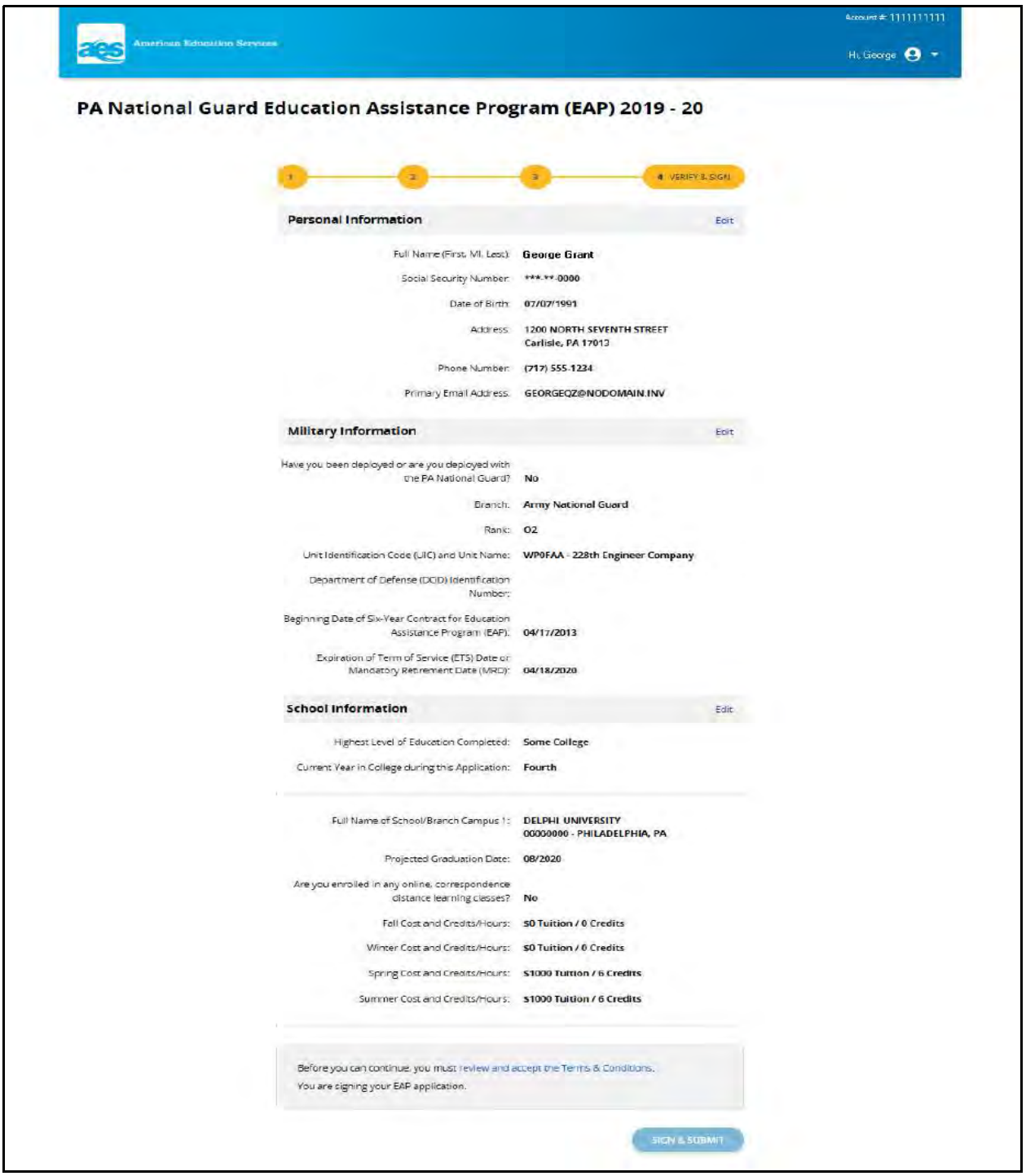
25. In the **Total No. of Credits/Clock Hours** field, enter the total number of credits or clock hours expected to be completed for the term.

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.

The **Verify & Sign** page displays.

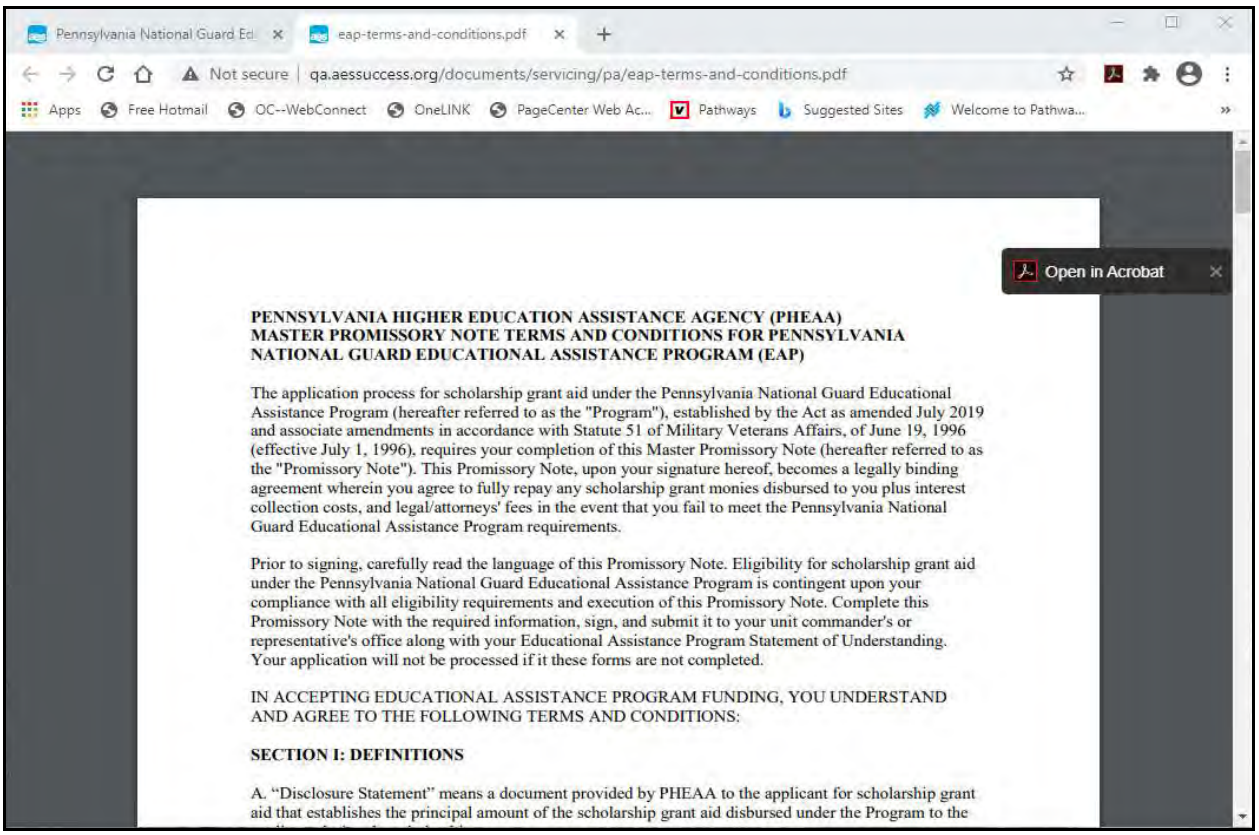


This page is used to verify the information and entered and review and accept the terms and conditions.

29. If any information is incorrect, click the **Edit** link next to that section to return to that information page to make corrections.

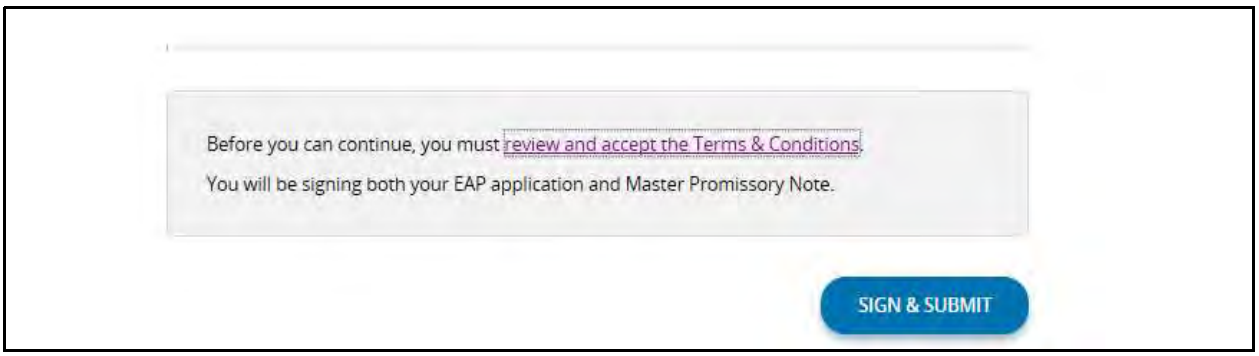
30. Click the **review and accept the Terms & Conditions** link at the bottom of the page.

The Terms and Conditions PDF displays.



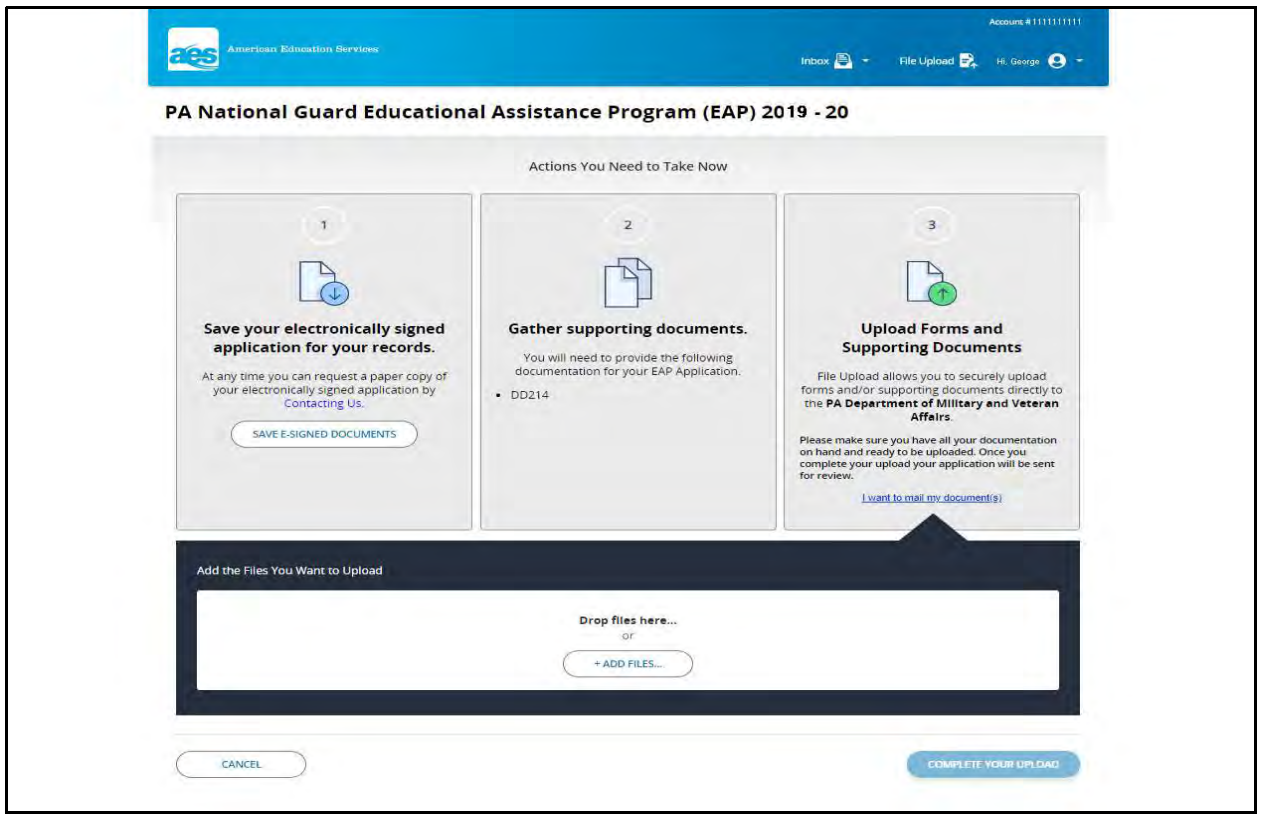
31. Review the terms and conditions and click the **X** in the upper right-hand corner of the PDF to close it.

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



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

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

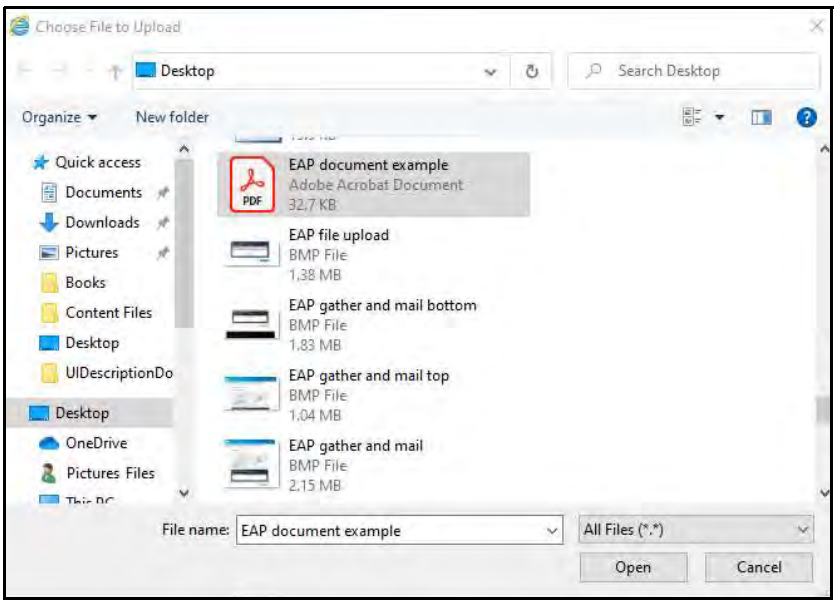


This page displays **Actions You Need to Take Now** information to save the application, gather supporting documents and mail supporting documents. Service members also have the option to upload supporting documents.

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.

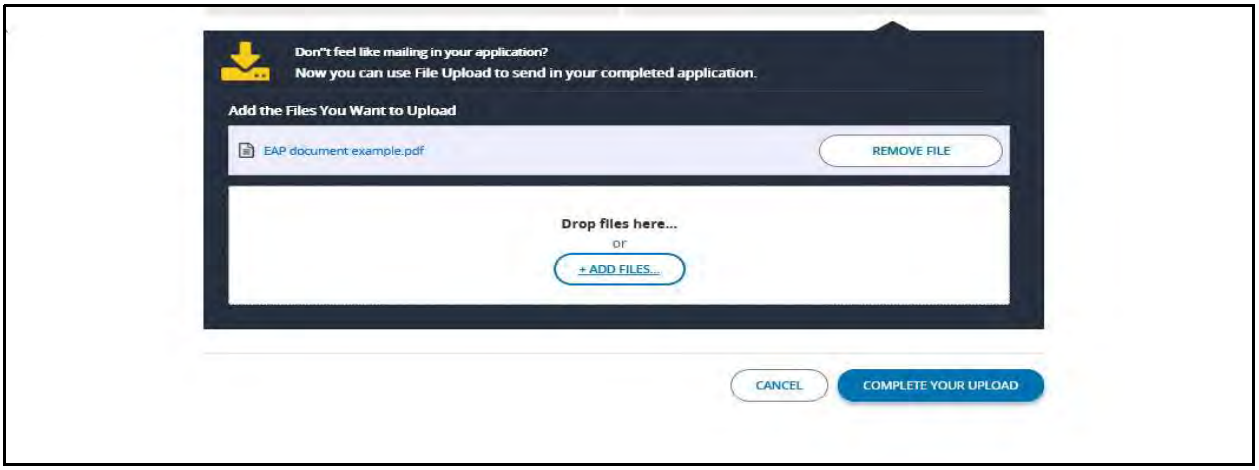
The **Choose File to Upload** box displays.



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

36. Click the **Open** button.

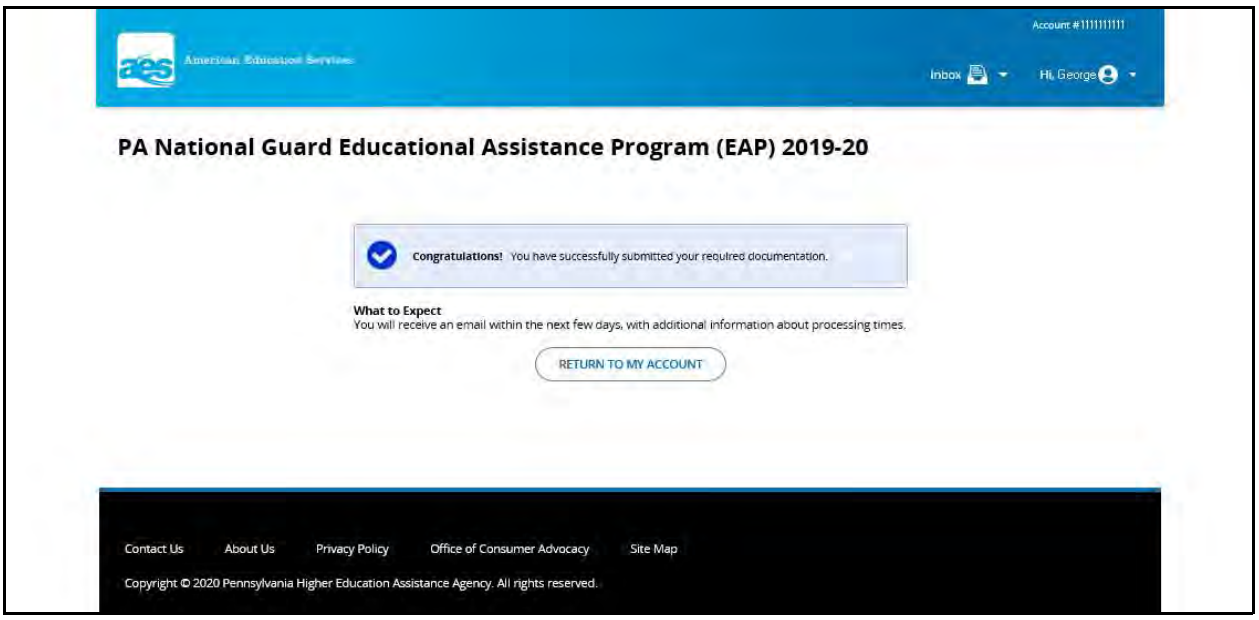
The **Gather and Mail Application** page redisplays with the document file in the **Add the Files You Want to Upload** section.



37. Continue adding files as needed.

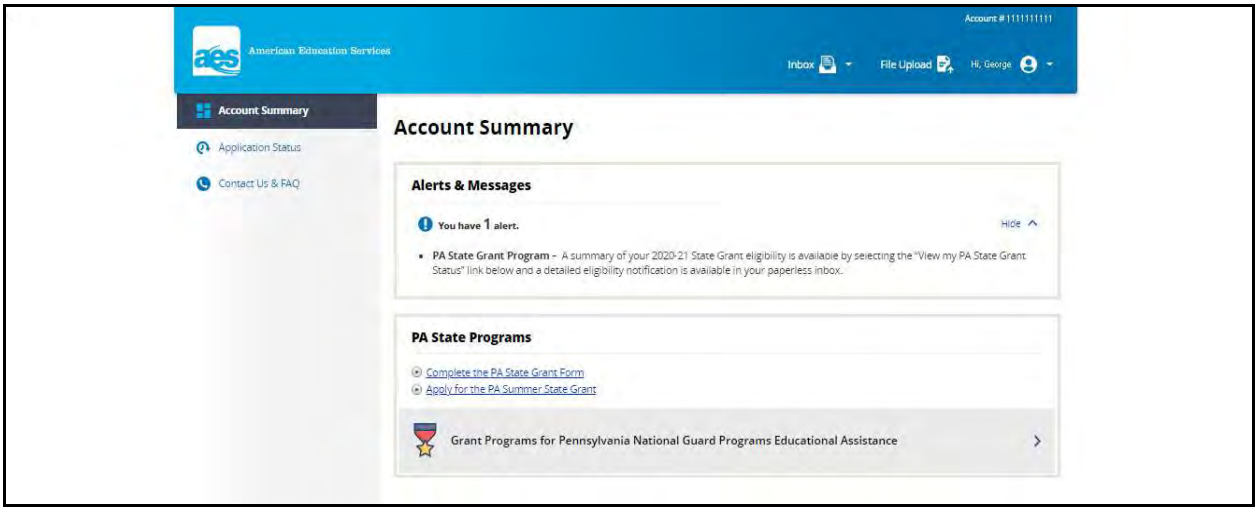
38. Click the **COMPLETE YOUR UPLOAD** button when all files are added.

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



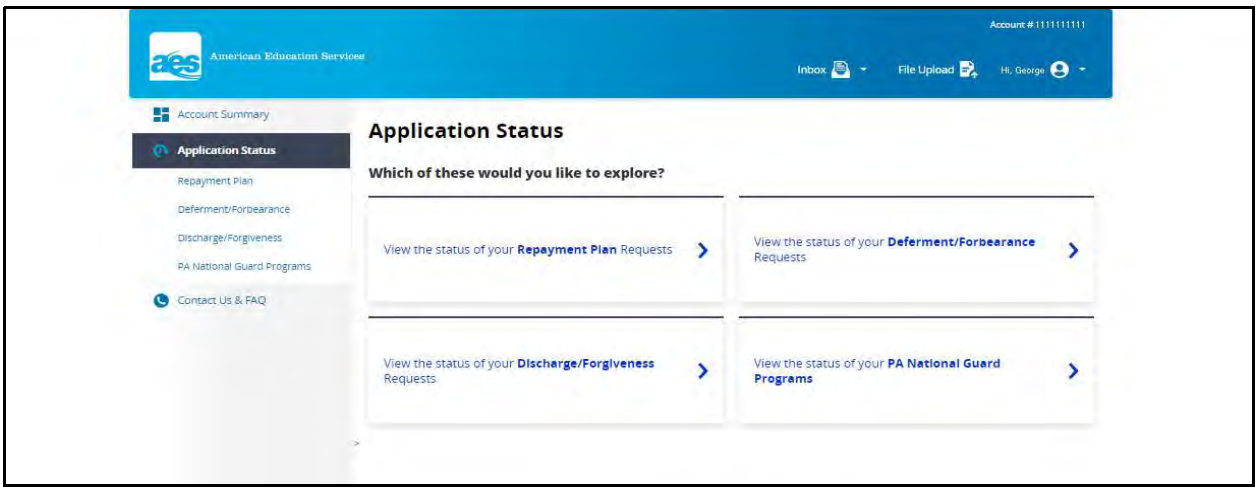
Application Status

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.



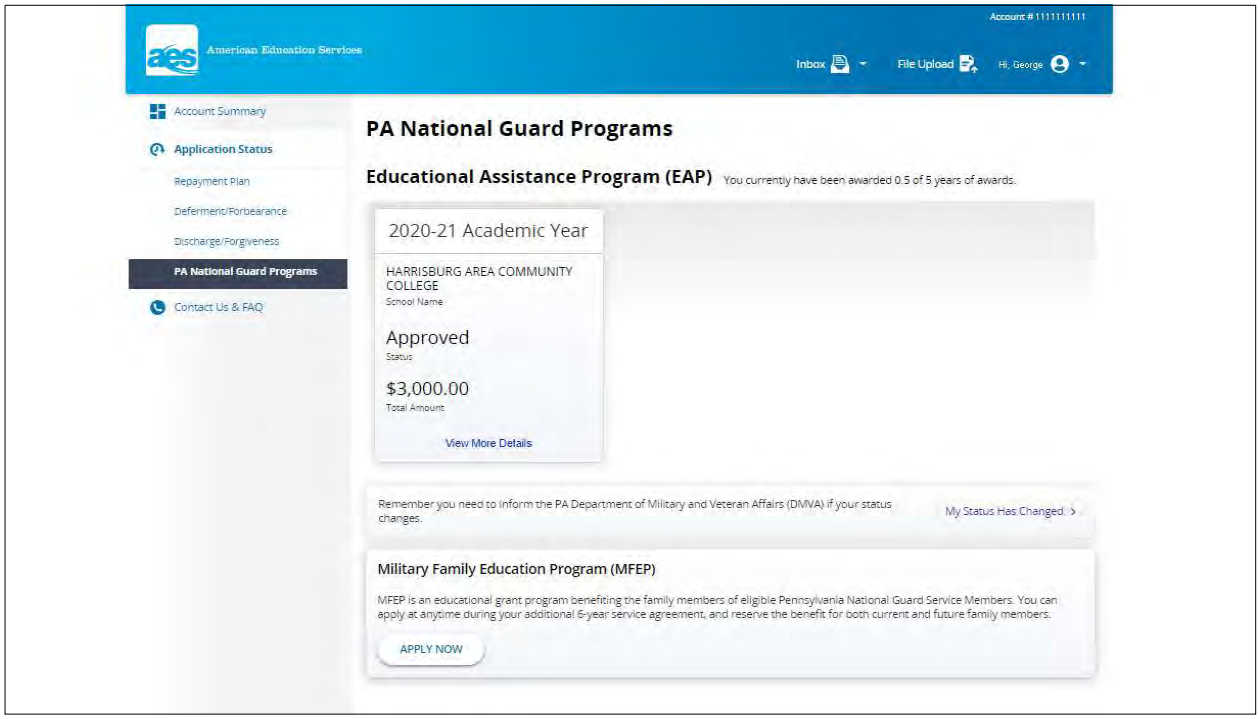
1. Click **Application Status** in the left navigation section on the **Account Summary** page.

The **Application Status** page displays.



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

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



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

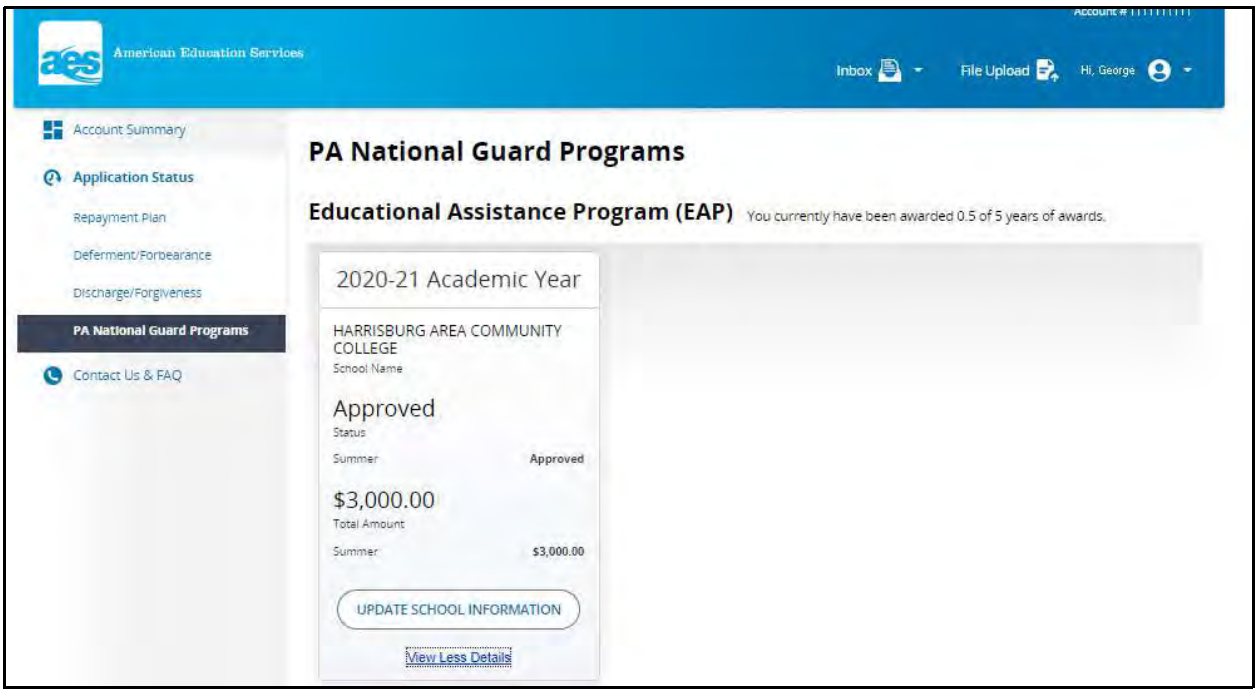
The total number of awards awarded displays next to the **Educational Assistance Program (EAP)** heading.

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

3. 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.

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

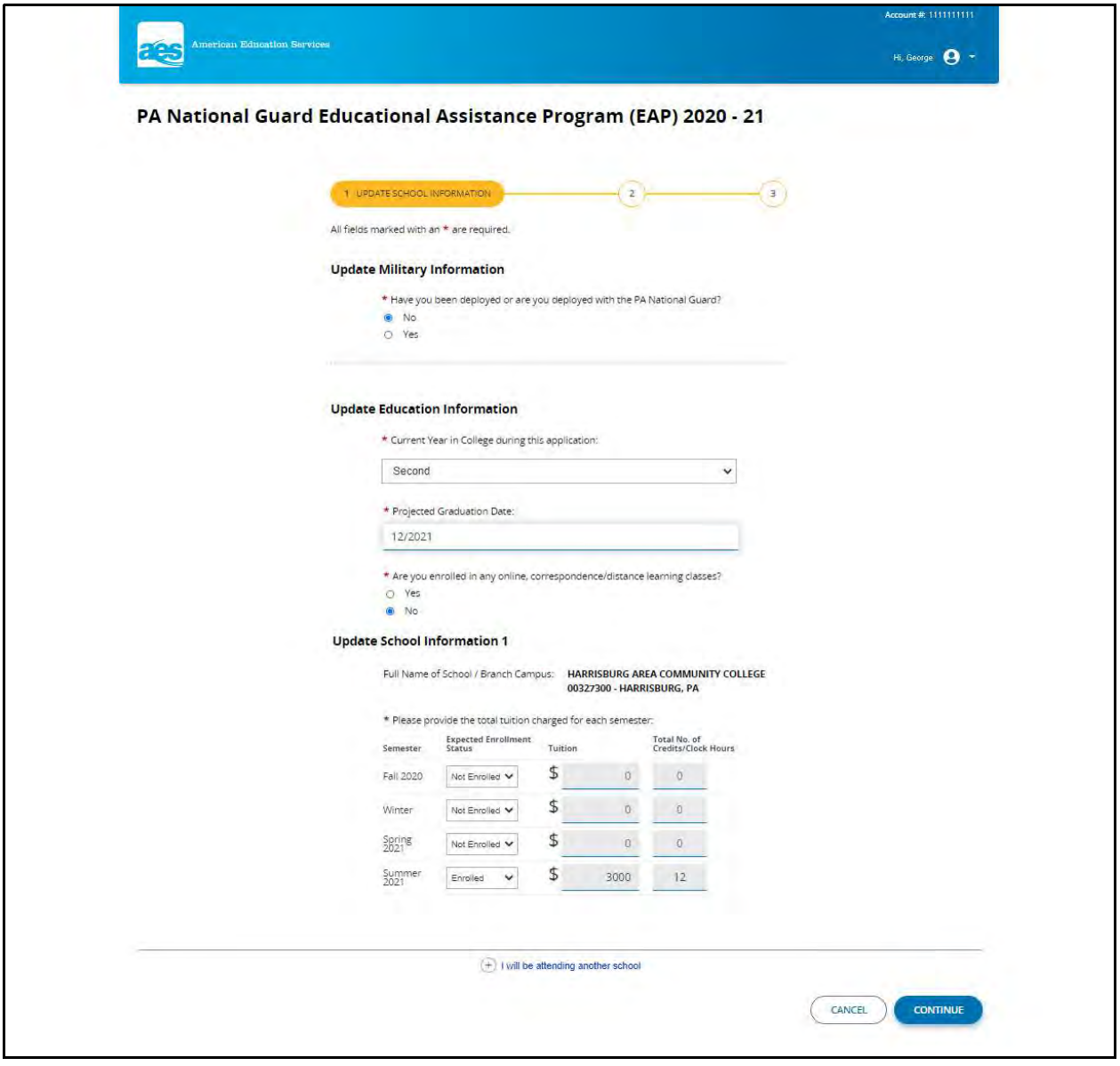


The award amount for each term is listed individually, if applicable.

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

Update School Information

The **Update School Information** page displays.



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.

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.

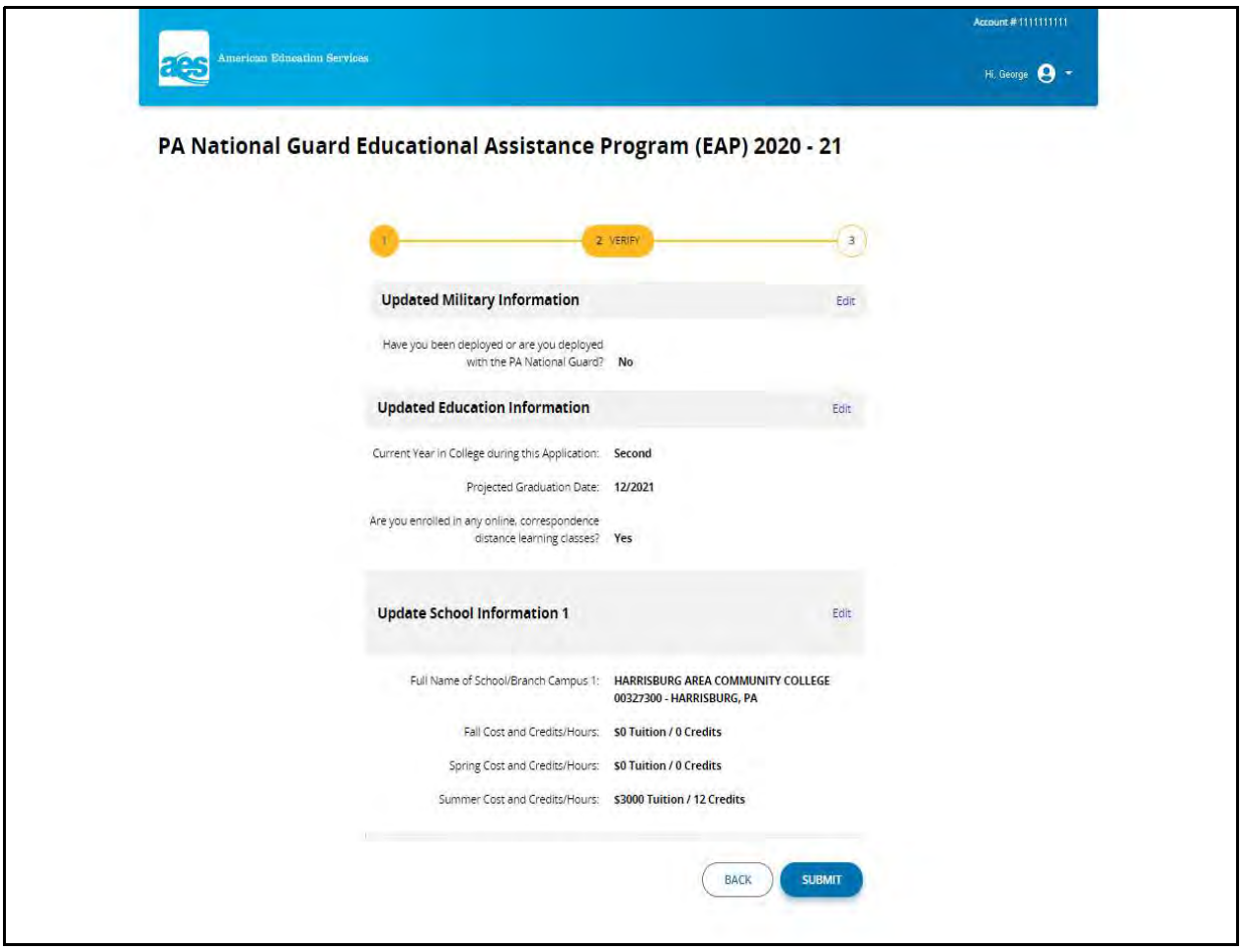
7. In the **Total No. of Credits/Clock Hours** field, enter the total number of credits or clock hours expected to be completed for the term.

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.

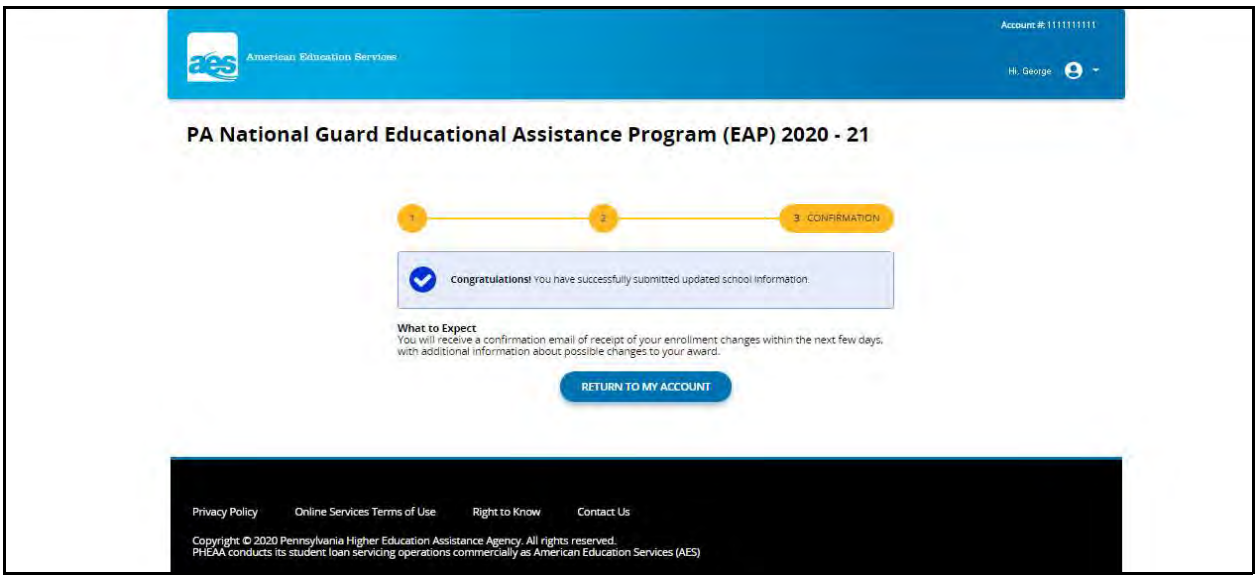
The **Verify** page displays.



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

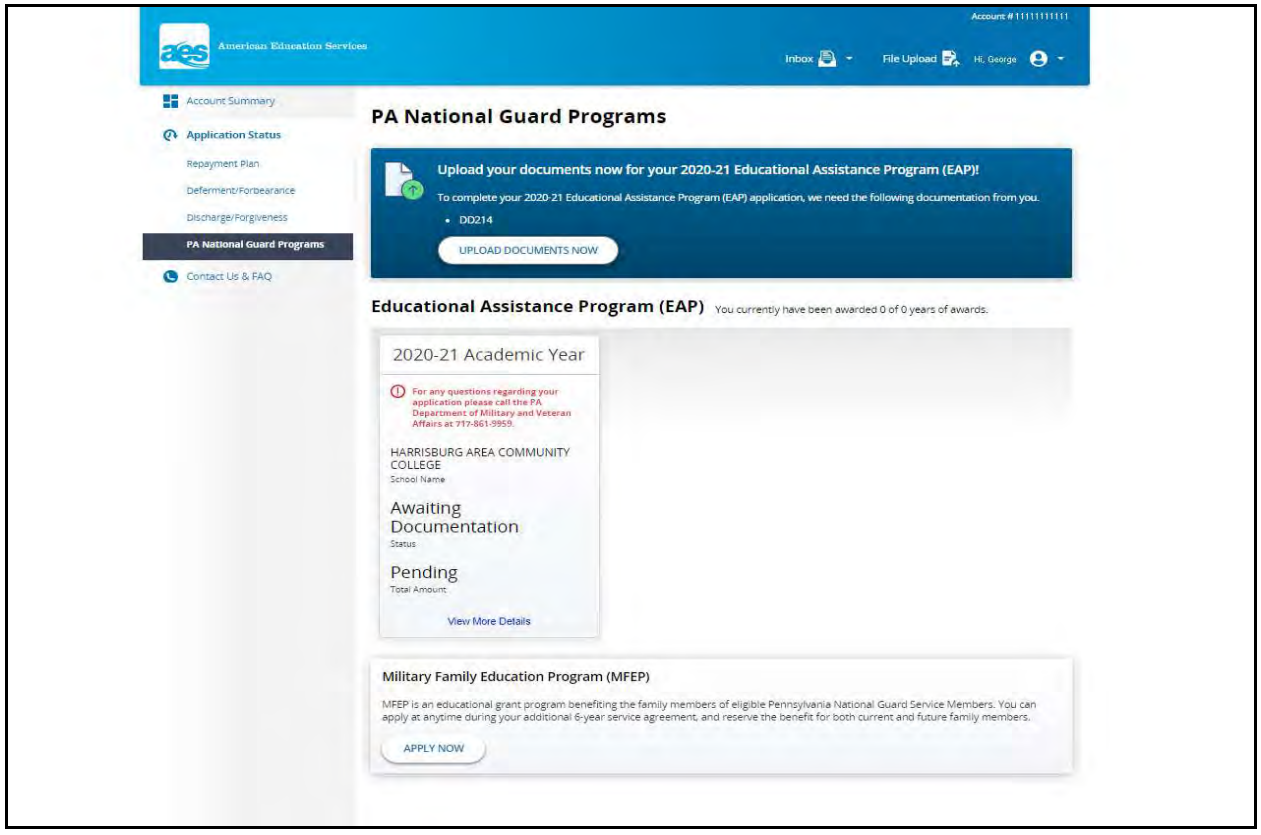
12. Click the **SUBMIT** button to submit the changes.

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



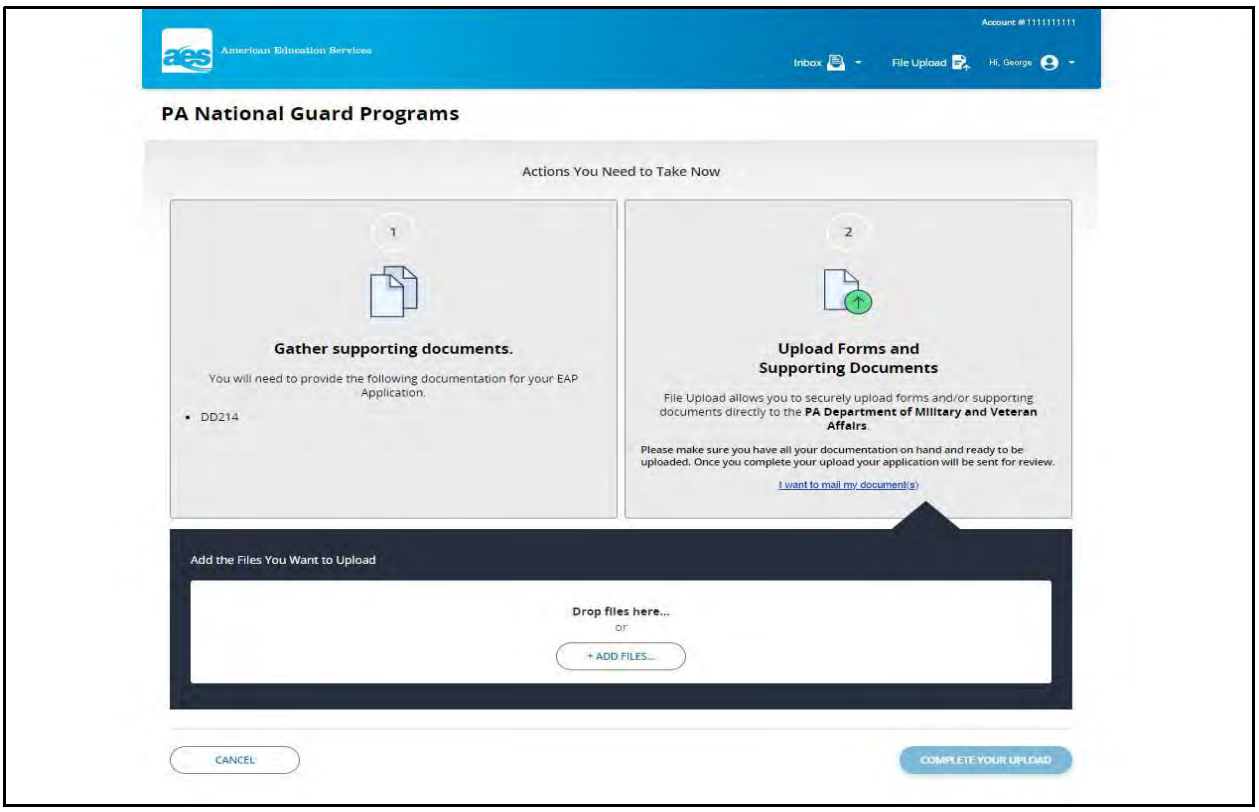
Document Upload

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



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

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

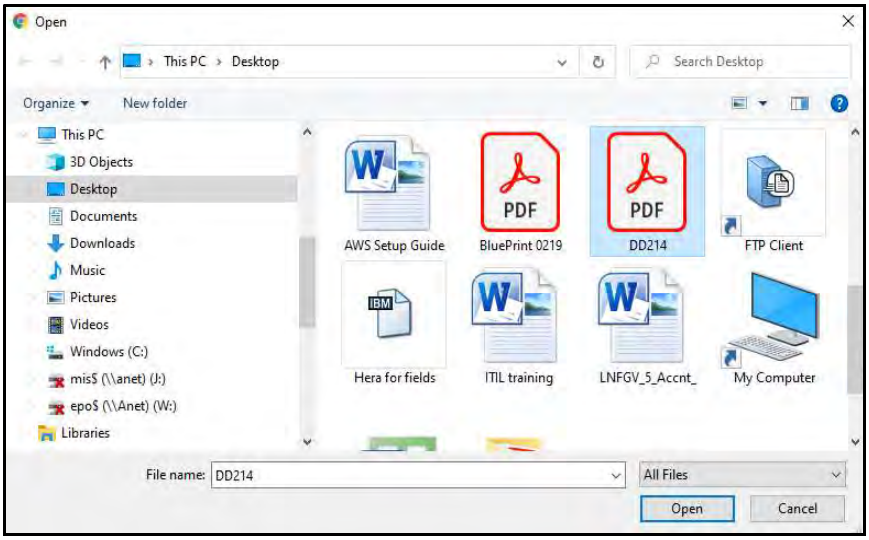


This screen displays a list of the documentation that is required to complete the application. The service member can mail the supporting documents or upload the files to the website.

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.

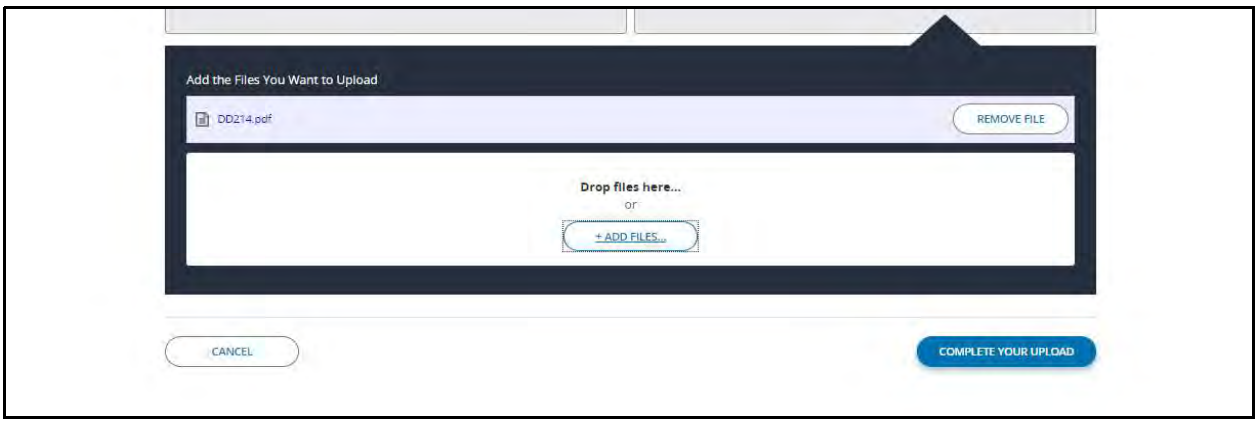
The **Open** dialog box displays.



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

4. Click the **Open** button.

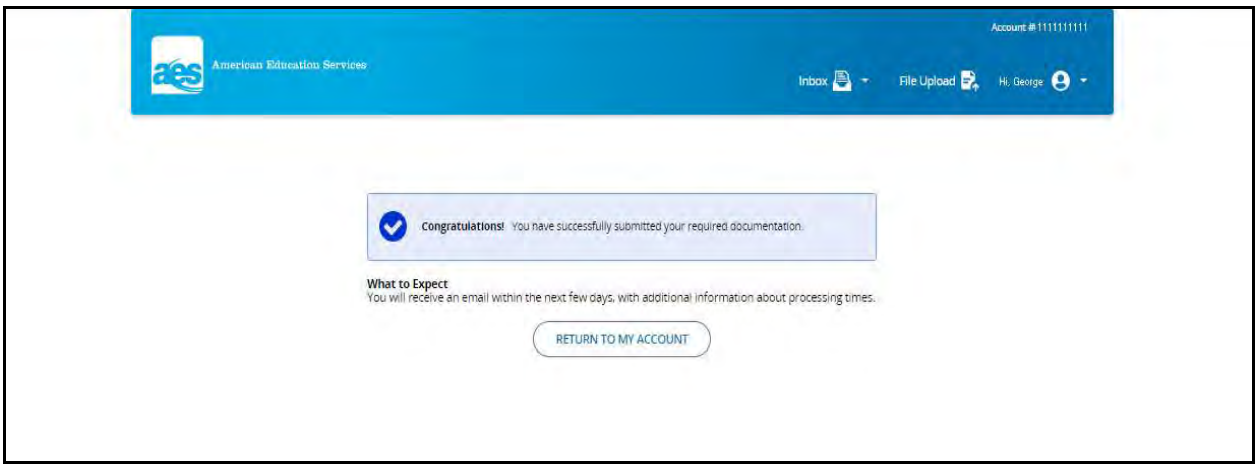
The **Actions You Need to Take Now** page redisplays with the document file in the **Add the Files You Want to Upload** section.



5. Continue adding files as needed.

6. Click the **COMPLETE YOUR UPLOAD** button when all files have been added.

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.

Board of Directors

Representative Michael Peifer
Chairman, Pike/Wayne

Senator Wayne D. Fontana
Vice Chairman, Allegheny

Senator Ryan Aument
Lancaster

Representative Mike Carroll
Lackawanna/Luzerne

Representative Angel Cruz
Philadelphia

Representative Sheryl M. Delozier
Cumberland

Senator Arthur Haywood
Montgomery/Philadelphia

Senator Vincent J. Hughes
Montgomery/Philadelphia

Representative Steven C. Mentzer
Lancaster

Representative Jennifer O'Mara
Delaware

Senator Kristin Phillips-Hill
York

Honorable Roy Reinard
New Hope

Senator Mario M. Scavello
Monroe/Northampton

Representative Curtis G. Sonney
Erie

Chancellor Timothy R. Thyreen
Waynesburg

Robin L. Wiessmann
Executive Director & CEO
PA Housing Finance Agency

Secretary of Education
PA Dept. of Education

Senate Democratic Appointee
Vacant

Senate Republican Appointee
Vacant

House Democratic Appointee
Vacant

Pennsylvania Higher Education Assistance Agency

1200 North Seventh Street, Harrisburg, PA 17102-1444 • 1-800-692-7392

These materials have been developed and paid for by the Pennsylvania Higher Education Assistance Agency (PHEAA). The information contained in this document is believed to be accurate at the time of printing.

GR-AUGEP
012921

PHEAA
Pennsylvania Higher Education Assistance Agency