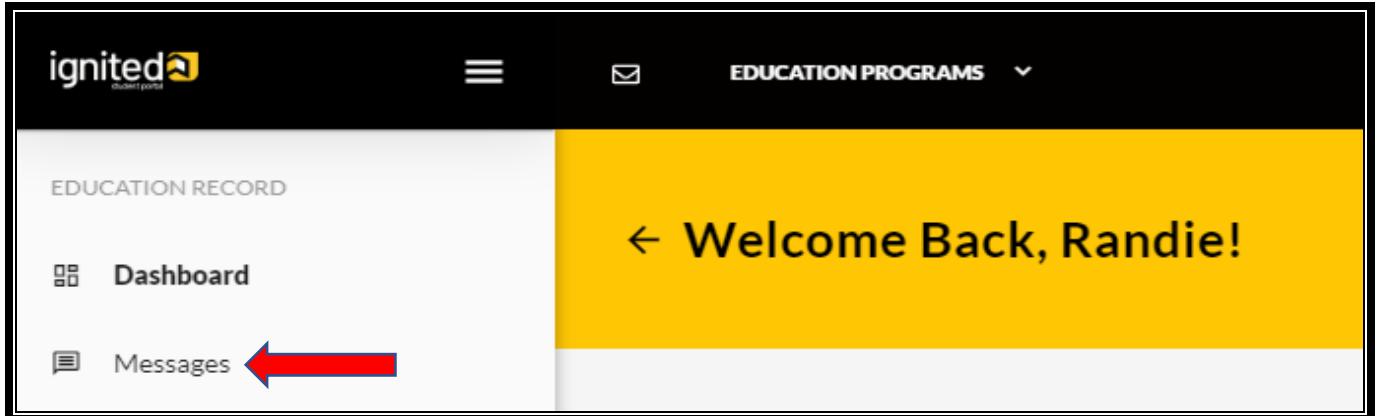


Messages

ArmyIgnitED – Service Member

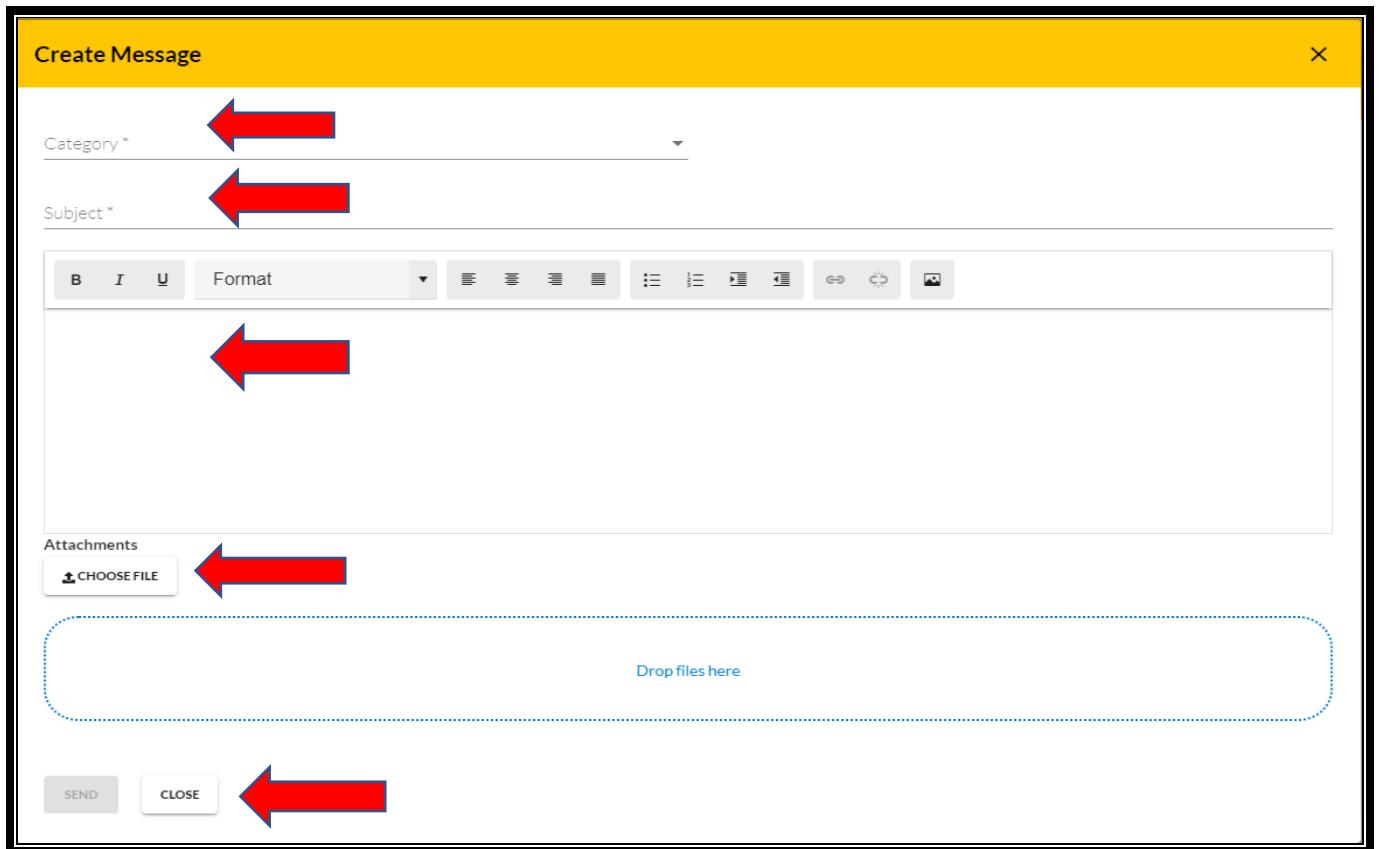
Upon logging in your ArmyIgnitED account, click ‘**Messages**’ on the left side menu:



Click ‘**Create**’ in the top right corner of screen.

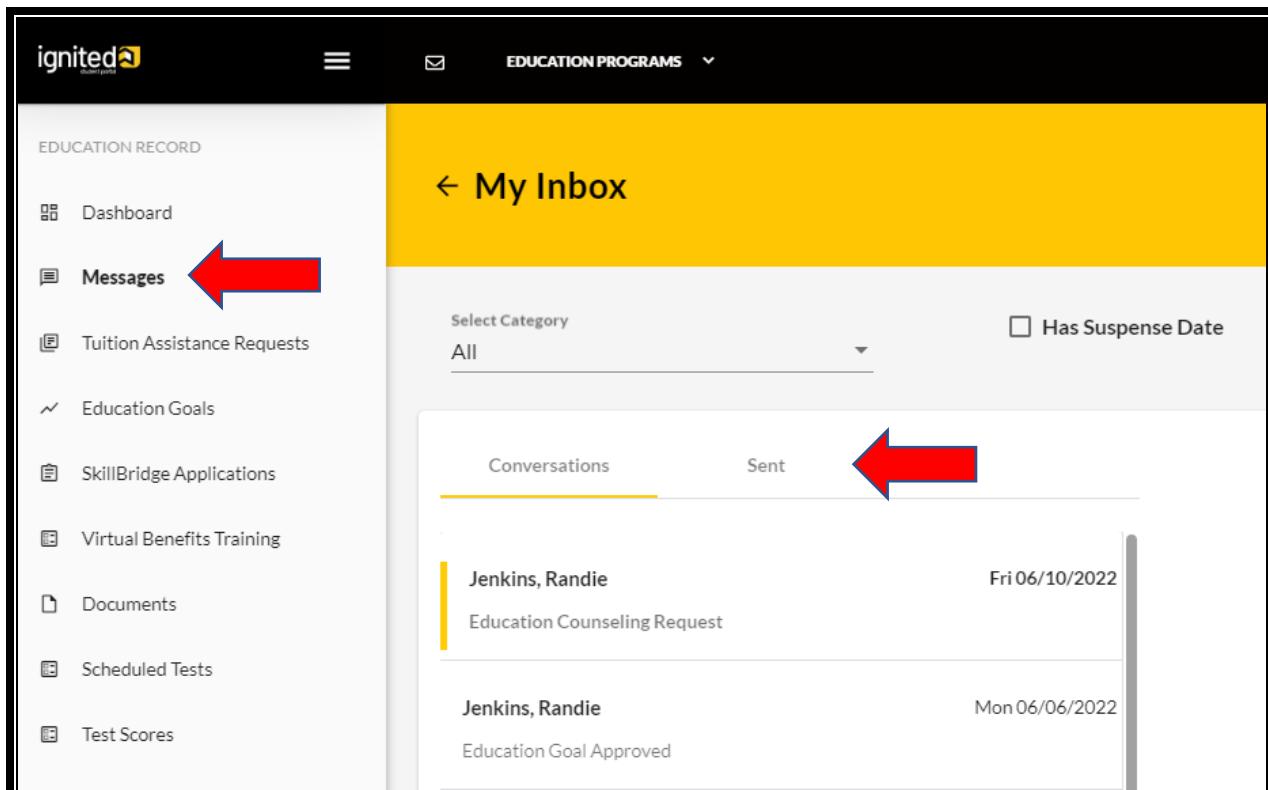


The Soldier must select a **category**, input the **subject**, **body of message**, load an **attachment** if needed (4Mb max) and click '**Send**'.



The screenshot shows the 'Create Message' dialog box. It has a yellow header bar with the title 'Create Message' and a close button. Below the header are fields for 'Category' (with a red arrow pointing to it), 'Subject' (with a red arrow pointing to it), and a rich text editor toolbar (with a red arrow pointing to it). The 'Attachments' section includes a 'CHOOSE FILE' button (with a red arrow pointing to it) and a 'Drop files here' area (with a red arrow pointing to it). At the bottom are 'SEND' and 'CLOSE' buttons (with a red arrow pointing to it).

You can verify that your message was sent by either looking at the Conversations in your inbox or clicking on Sent in your inbox



The screenshot shows the 'My Inbox' page. On the left is a sidebar with 'EDUCATION RECORD' sections: Dashboard, Messages (highlighted with a red arrow), Tuition Assistance Requests, Education Goals, SkillBridge Applications, Virtual Benefits Training, Documents, Scheduled Tests, and Test Scores. The main area has a yellow header '← My Inbox'. It includes a 'Select Category' dropdown (set to 'All') and a 'Has Suspense Date' checkbox. Below is a table with two rows. The first row shows a conversation with Jenkins, Randie, dated Fri 06/10/2022, with the subject 'Education Counseling Request'. The second row shows a conversation with Jenkins, Randie, dated Mon 06/06/2022, with the subject 'Education Goal Approved'. The 'Sent' tab is highlighted with a red arrow.

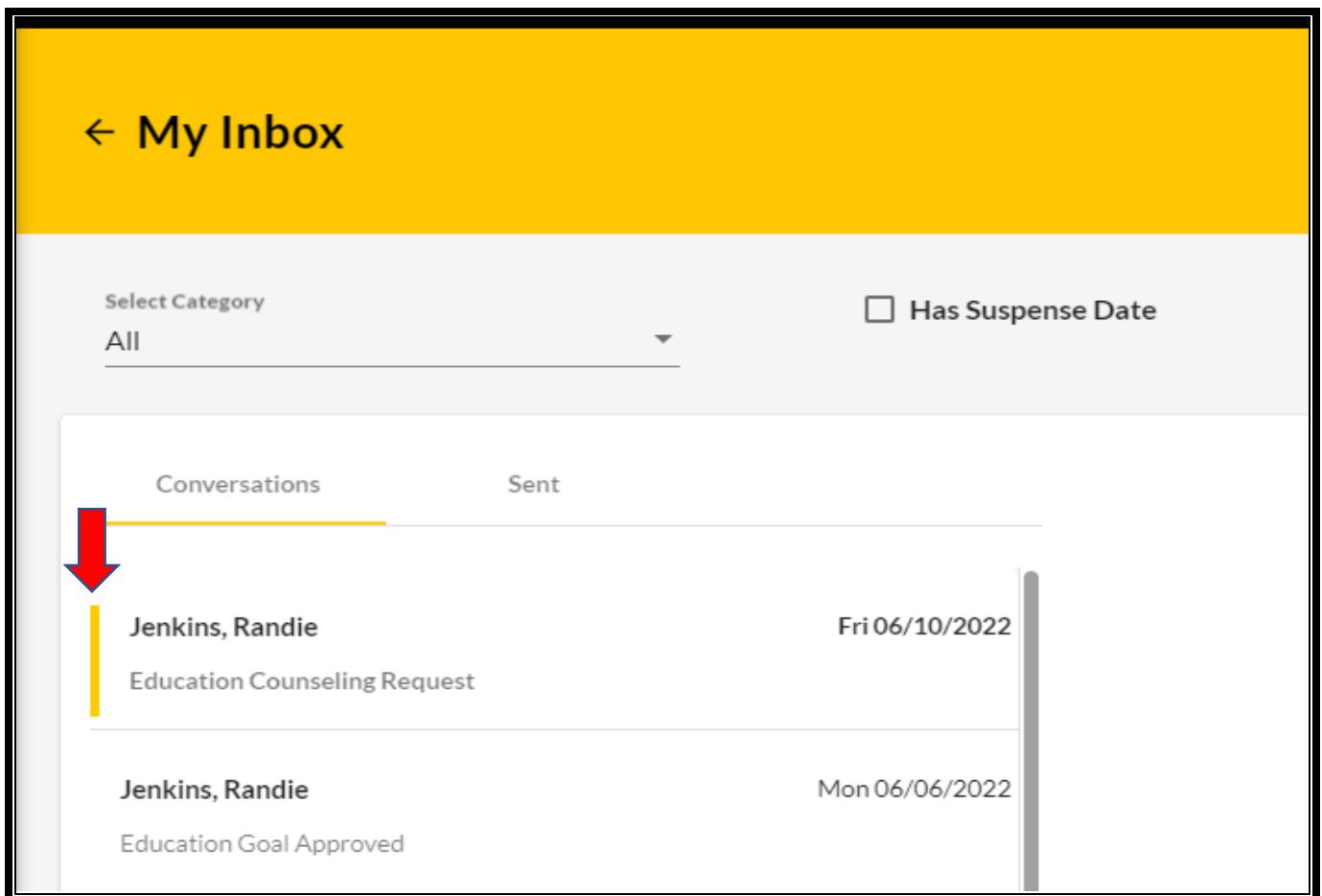
Viewing New Messages:

Log into your ArmyIgnitED account and click the mail icon at the top left of the screen. The red number on the mail icon will show how many unread messages you have.



After clicking the mail icon, you will see a preview of your new messages.

NOTE: the dark yellow line to left of the message denotes if the message has been read or not.



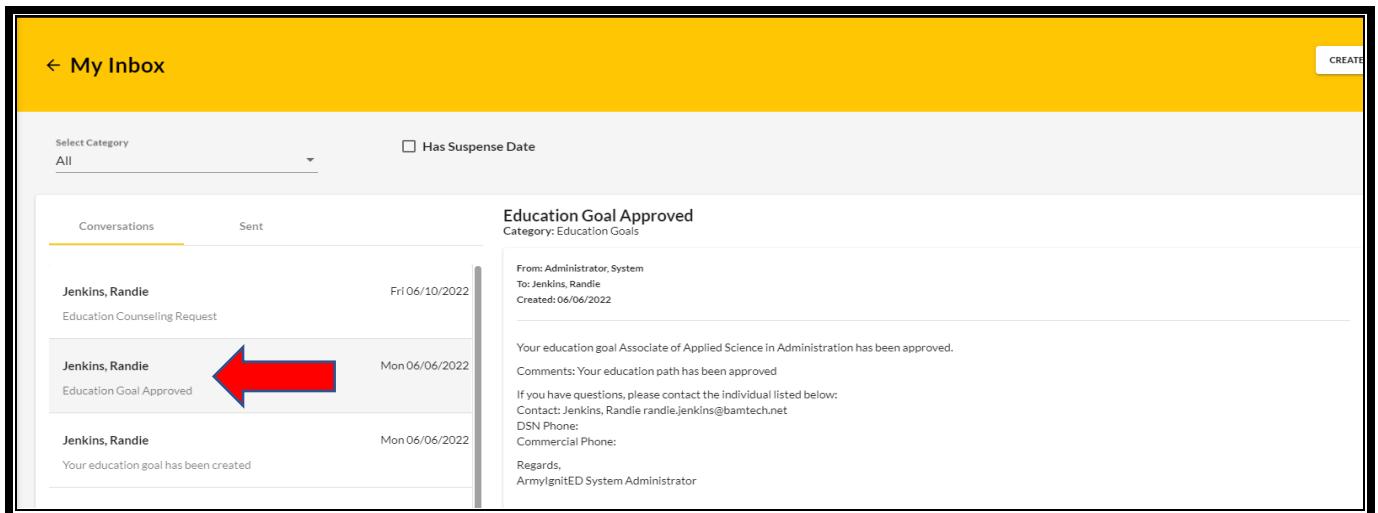
← My Inbox

Select Category: All

Has Suspense Date

	Conversations	Sent
	Jenkins, Randie Education Counseling Request	Fri 06/10/2022
	Jenkins, Randie Education Goal Approved	Mon 06/06/2022

Click on the message to open the message:



My Inbox

CREATE

Select Category: All Has Suspense Date

Conversations Sent

Jenkins, Randie Education Goal Approved **Education Goal Approved** Category: Education Goals

From: Administrator, System
To: Jenkins, Randie
Created: 06/06/2022

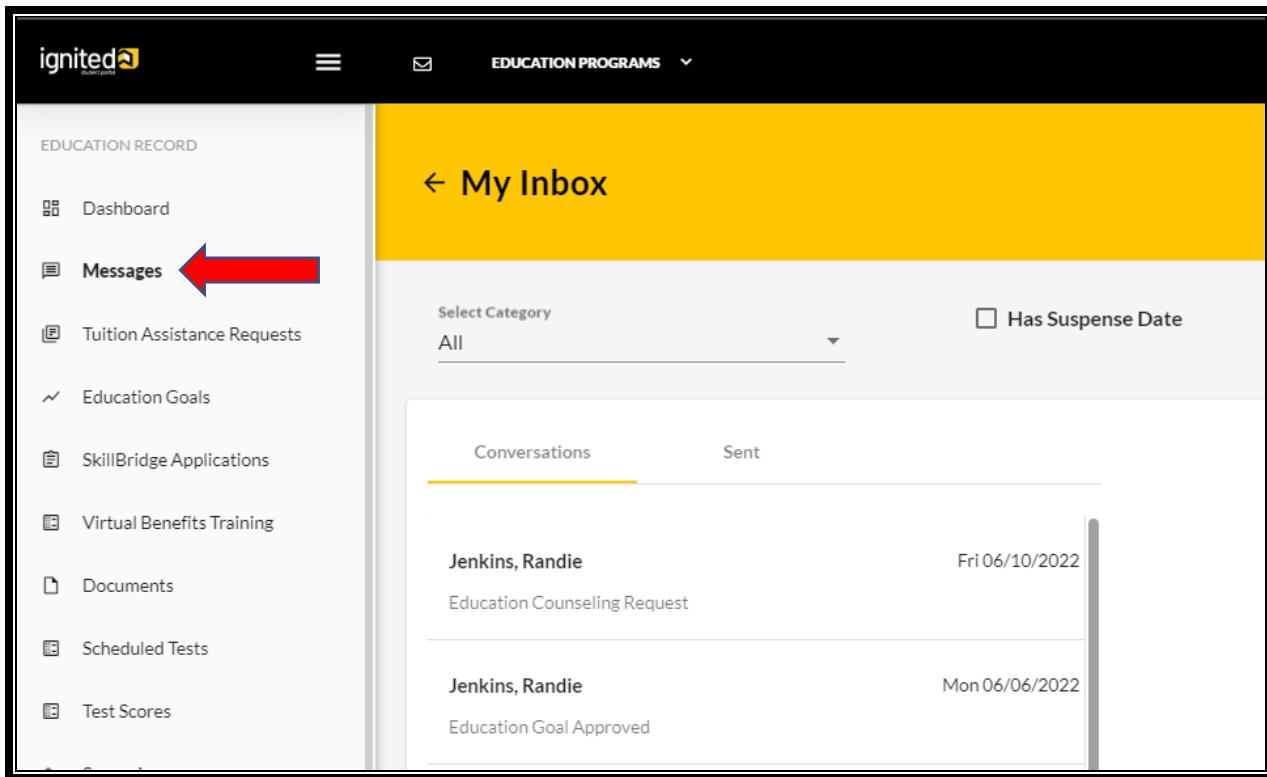
Your education goal Associate of Applied Science in Administration has been approved.
Comments: Your education path has been approved
If you have questions, please contact the individual listed below:
Contact: Jenkins, Randie; jenkins@bamtech.net
DSN Phone: Commercial Phone:
Regards,
ArmyIgnitED System Administrator

Jenkins, Randie Education Goal Approved **Education Goal Approved** Mon 06/06/2022

Jenkins, Randie Your education goal has been created Mon 06/06/2022

Replies to a Message:

Click 'Messages' on left side menu:



ignited

EDUCATION PROGRAMS

EDUCATION RECORD

- Dashboard
- Messages** **← My Inbox**
- Tuition Assistance Requests
- Education Goals
- SkillBridge Applications
- Virtual Benefits Training
- Documents
- Scheduled Tests
- Test Scores

← My Inbox

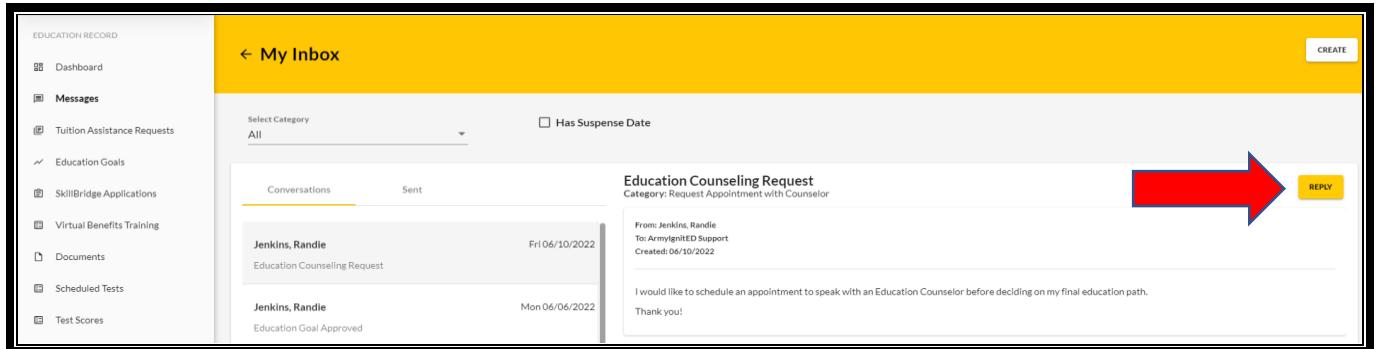
Select Category: All Has Suspense Date

Conversations Sent

Jenkins, Randie Education Counseling Request Fri 06/10/2022

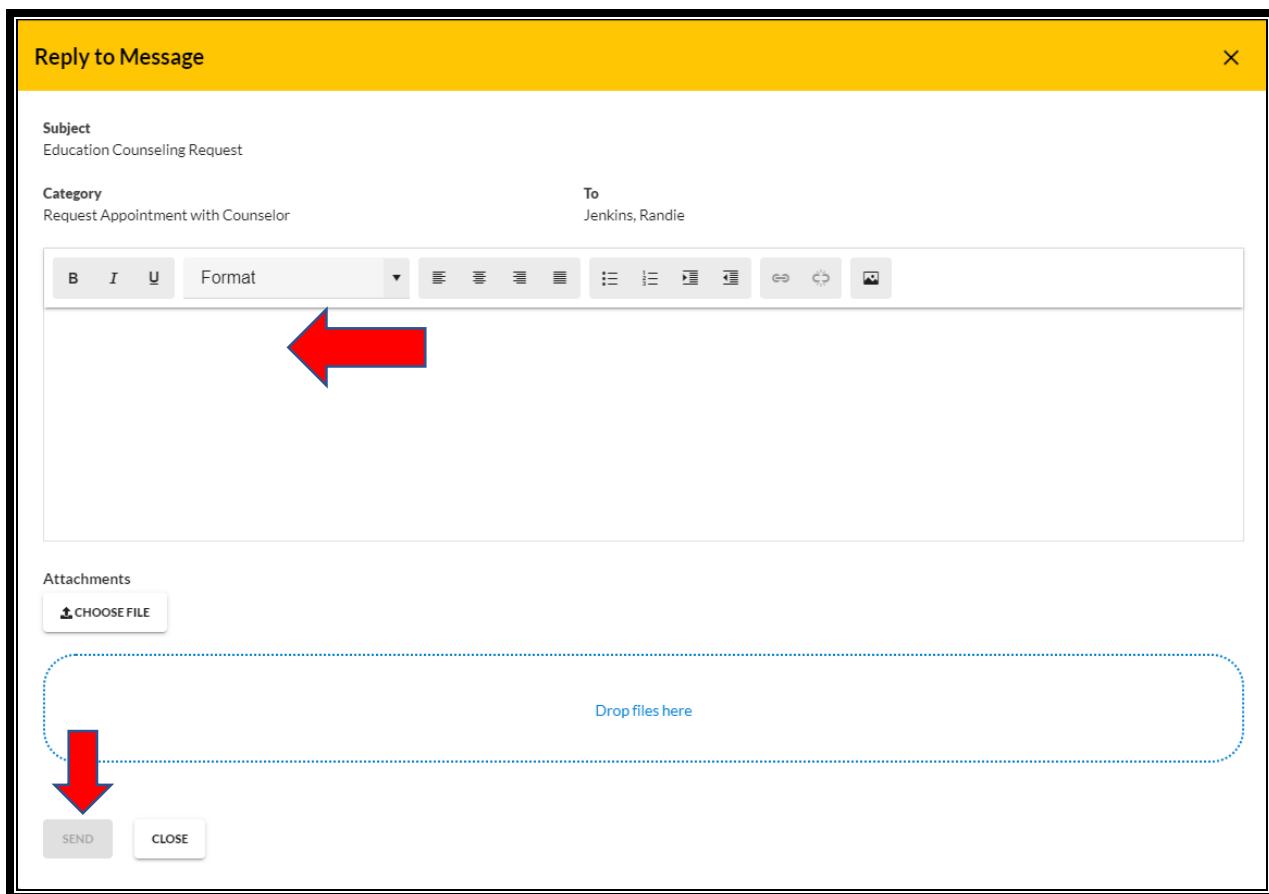
Jenkins, Randie Education Goal Approved Mon 06/06/2022

Click on the message and then click 'Reply' near upper right:



The screenshot shows the 'My Inbox' page within the 'EDUCATION RECORD' application. The left sidebar contains navigation links for Dashboard, Messages, Tuition Assistance Requests, Education Goals, SkillBridge Applications, Virtual Benefits Training, Documents, Scheduled Tests, and Test Scores. The main area is titled 'My Inbox' and shows a list of conversations. One conversation is selected, showing a message from 'Jenkins, Randle' with the subject 'Education Counseling Request'. The message content is: 'I would like to schedule an appointment to speak with an Education Counselor before deciding on my final education path. Thank you!'. A red arrow points to the 'REPLY' button in the top right corner of the message card.

Enter your reply and click 'Send':



The screenshot shows the 'Reply to Message' dialog box. At the top, it displays the subject 'Education Counseling Request' and the category 'Request Appointment with Counselor'. The 'To' field is set to 'Jenkins, Randle'. Below this is a rich text editor toolbar with buttons for bold, italic, underline, and various formats. A large red arrow points to the text area of the editor. At the bottom of the dialog box are buttons for 'CHOOSE FILE' (with a red arrow pointing to it), 'SEND' (with a red arrow pointing to it), and 'CLOSE'.

NOTE: If you see a green check next to one of your conversations, this means your message has been resolved/closed. If you still have further questions you will need to create a new message