

STANDARD OPERATING PROCEDURES (SOP)
FOR
ELECTRONIC TUITION ASSISTANCE APPLICATION
(e-TA)
FOR THE ESO



Office of Training, Workforce Performance & Development (FC-51)
Coast Guard Force Readiness Command
Washington, DC
May 2010

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SECTION 1

Introduction

Overview

Over the last year, the CG Institute implemented the use of an electronic tuition assistance (TA) application process called “eTA” or “WebTA”. The application is written for Navy personnel. This SOP is generated to assist CG ESO’s in processing the eTA applications and explains the correlation between CG terminology and Navy terminology. The information requested in the eTA application is the same as the paper-based TA application. When a new application is submitted it will be reviewed and approved by the member’s Education Services Officer (ESO). Once approved by the ESO, the application will be electronically forwarded to the Coast Guard Institute (CGI) for authorization. The ESO still needs to validate course cost(s) and information prior to approval. The CGI will authorize TA funds & generate the CGI-1560 TA Authorization (TAA) form. Once authorized, the member will logon to his/her eTA account and download the TAA. System generated emails will be sent to the member each time the status of the eTA application changes.

This SOP is a step-by step-instruction for the ESO to approve an eTA application.

Purpose

The purpose of this SOP is to identify, establish and publish a clear and standardized set of procedures to approve an eTA request in the performance of a designated ESO’s duties.

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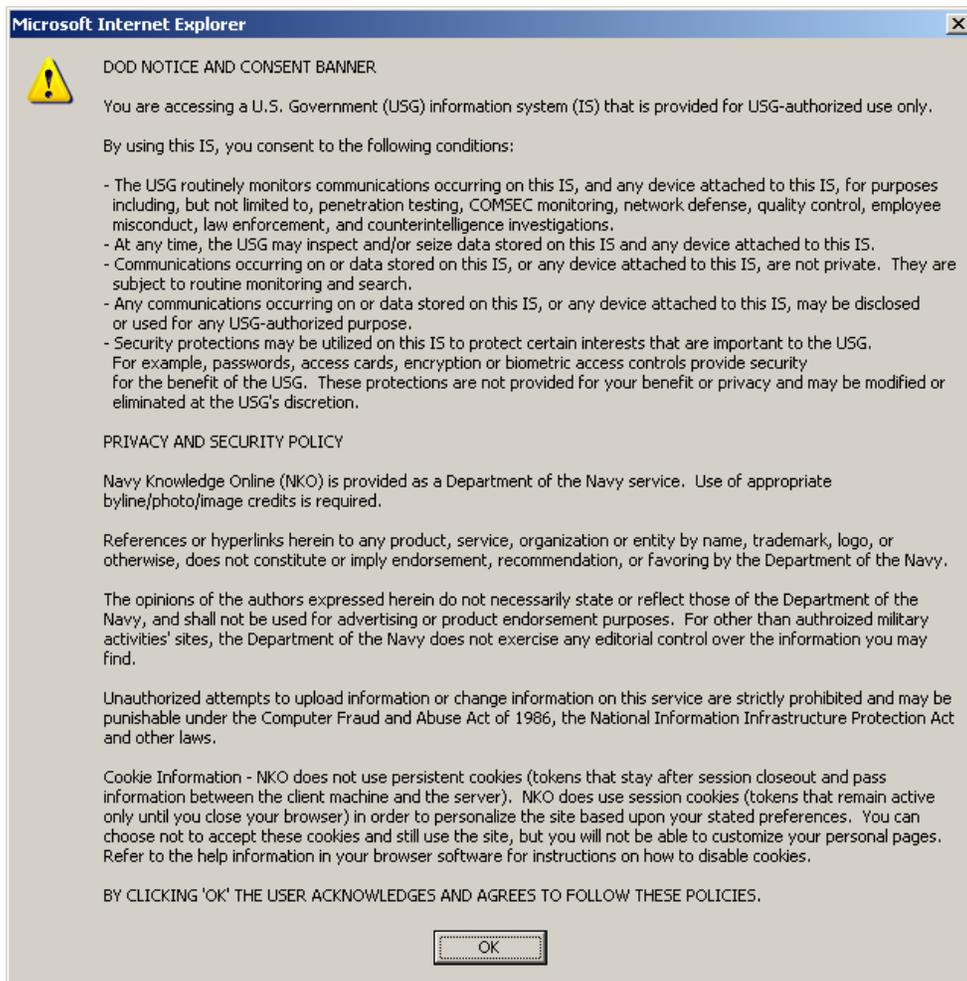
SECTION 2

Establishing a NKO log on

Overview

The ESO must first establish a Navy Knowledge Online (NKO) username and password in order to log into the **My Education** (eTA) site to approve the member's application.

To obtain a NKO log on, go to <https://wwwa.nko.navy.mil/portal/home/> (Click on link). If the ESO has already established a log on, then go to Section 3 for approval procedures.

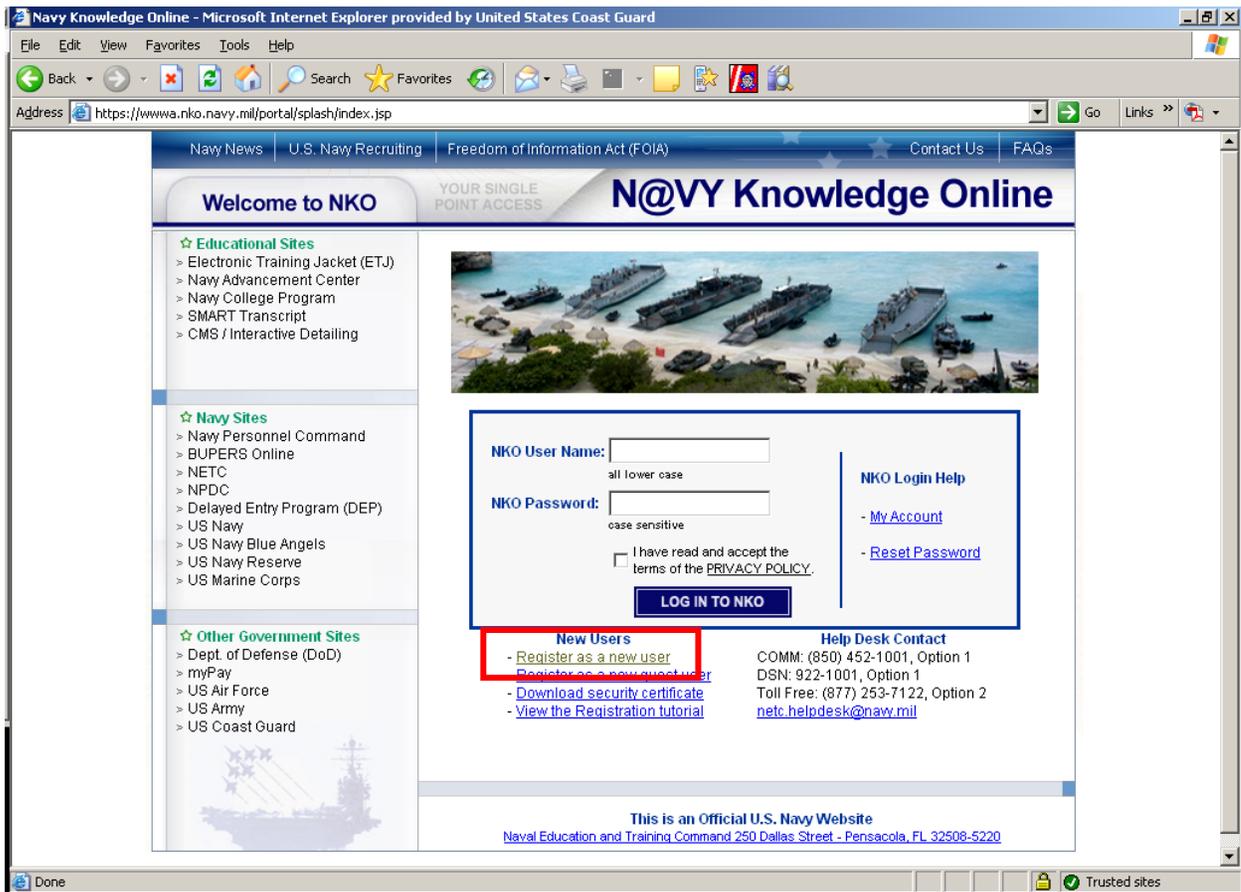


- This is the US Government privacy and security policy.
- Click on “Ok”

Continued on next page.

Establishing a NKO log on (Continued)

Section 2



- This is the Navy Knowledge Online (NKO) Home page.
- Click on “**Register as a new user**” (see red square).

Continued on next page.

Establishing a NKO log on (Continued)

Section 2

to-date DoD personnel information.

View Further Information for categories of authorized users.

Please enter the following information

* = REQUIRED

First Name: *

Middle Name:

Last Name: *

Social Security Number: *
Example: 123456789

Day of Birth: *

Month of Birth: *

Year of Birth: *

Privacy Act Statement

Authority: 10 U.S.C. Section 5013.

- Type in your **First Name**.
- Type in your **Middle Name**.
- Type in your **Last Name**.
- Type in your **Social Security Number**.
- **Day of Birth** – Use the drop down menu to select the day you were born.
- **Month of Birth** – Use the drop down menu to select the month you were born.
- **Year of Birth** – Use the drop down menu to select the year you were born.
- Click on “**Continue**”.



- Click on “**OK**”.

Continued on next page.

Establishing a NKO log on (Continued)

Section 2

Please enter the following information for approval.

Your user name is: joe.coastie

Password: * Password Requirements
Passwords must contain at a minimum fourteen (14) characters, including at least two lower case letters, two uppercase letters, two numbers, and two special characters.

Confirm Password: *

Primary Community: *

Office Phone Number: * *
Example: XXX-XXX-XXXX ext. XXXXX

Zip code: *

Email: * *

Alternate email:

- Take note of your username.
- **Password**- Type in a password that can be remembered easily. Be sure to read the password requirements.
- **Confirm Password** – Type in the password again exactly the same.
- **Primary Community** – Use the drop down menu to select “**My Career**” unless your specific area of study is listed.
- **Office Phone** – Type in a work number that you can be reached at.
- **Zip Code** – Type in the zip code where you currently live.
- **Email** – Type in your email address listed in global (work email address).
- **Alternate Email** – Type in an alternate email address that you can be reached at (home email address).
- Click on “**Register**”.

Continued on next page.

Your request for an account has been accepted. Your username and additional information are listed below. Please make a note of your username and be aware it is case sensitive. If any information listed below is not correct, use the submit feedback form located on the front page to inform us of this error.

Account approval will generally occur within 1 to 2 business days. You may try logging in then for access to NKO.

Your user name is: joe.coastie

Your first name is: joe

Your last name is: coastie

Your account type is:

Your rank is:

Your pay grade is:

Close Window

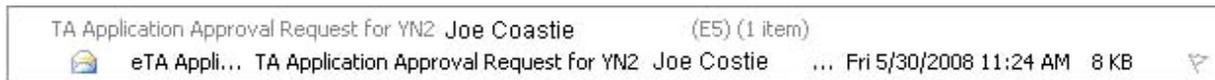
- This screen validates your request for a log on. Be sure to make a note of your username and password and keep in a safe place. When you are approved you will receive an email notification from NKO and/or you should be able to log on within 48 hours of the request date. If your log on is denied or you have any other problems creating an account, please contact the NKO helpdesk. If you forget your password, go to the NKO homepage and click on the “reset password” link and answer the questions in the dialogue box. The NKO system will email you a new temporary password. Please **DO NOT** contact the CGI for a NKO password reset. The CGI can not do password resets for NKO.

SECTION 3

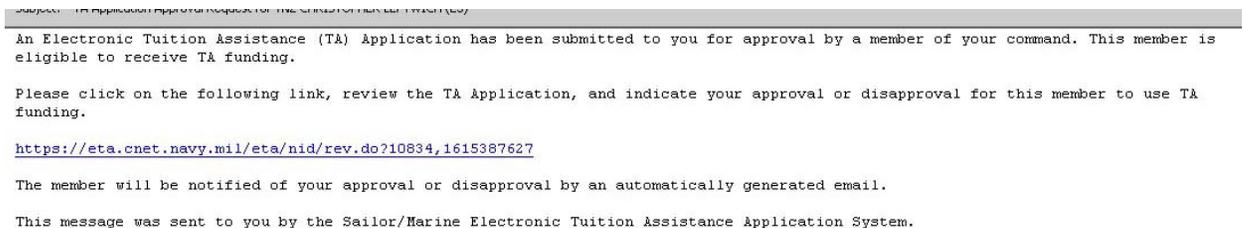
Approving a member's eTA Request

Overview

This section applies to all ESOs who approve eTA applications. Once the member submits the eTA application, the ESO will receive an email notification that the member is requesting approval. The member must submit all school documentation to the ESO before the ESO can approve the eTA. Once you have validated the course information, tuition cost & fees, follow the instructions below to approve the application. Pay special attention to the fact that the school code list on the CGI website contains some schools that ARE NOT authorized for CG TA. That list is generated by the Navy & is used for Navy & Marine Corps personnel. Our policy is different than theirs regarding what is authorized for TA. The CG does not authorize TA for clock hours, CEUs and non-credit courses IAW [ALCOAST 367/07](#).



- Receive email.
 - Open email.
-

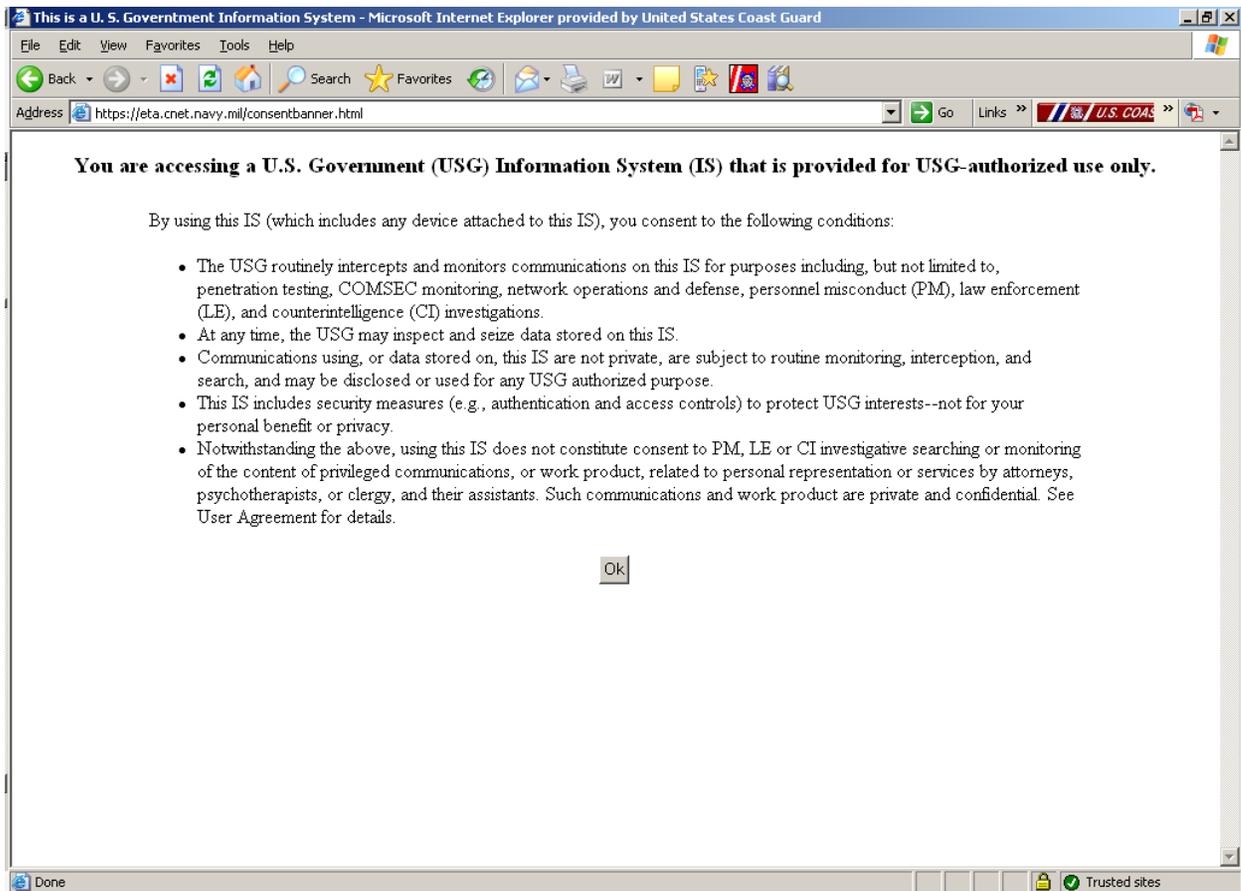


- Follow the directions in the email.
 - The link for accessing the eTA webpage is <https://myeducation.netc.navy.mil>. According to the website, one should not bookmark this webpage. The link shown above (<https://eta.cnet.navy.mil>) will redirect you to the “myeducation” link noted above.
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Approving a member's eTA Request (Continued)

Section 3

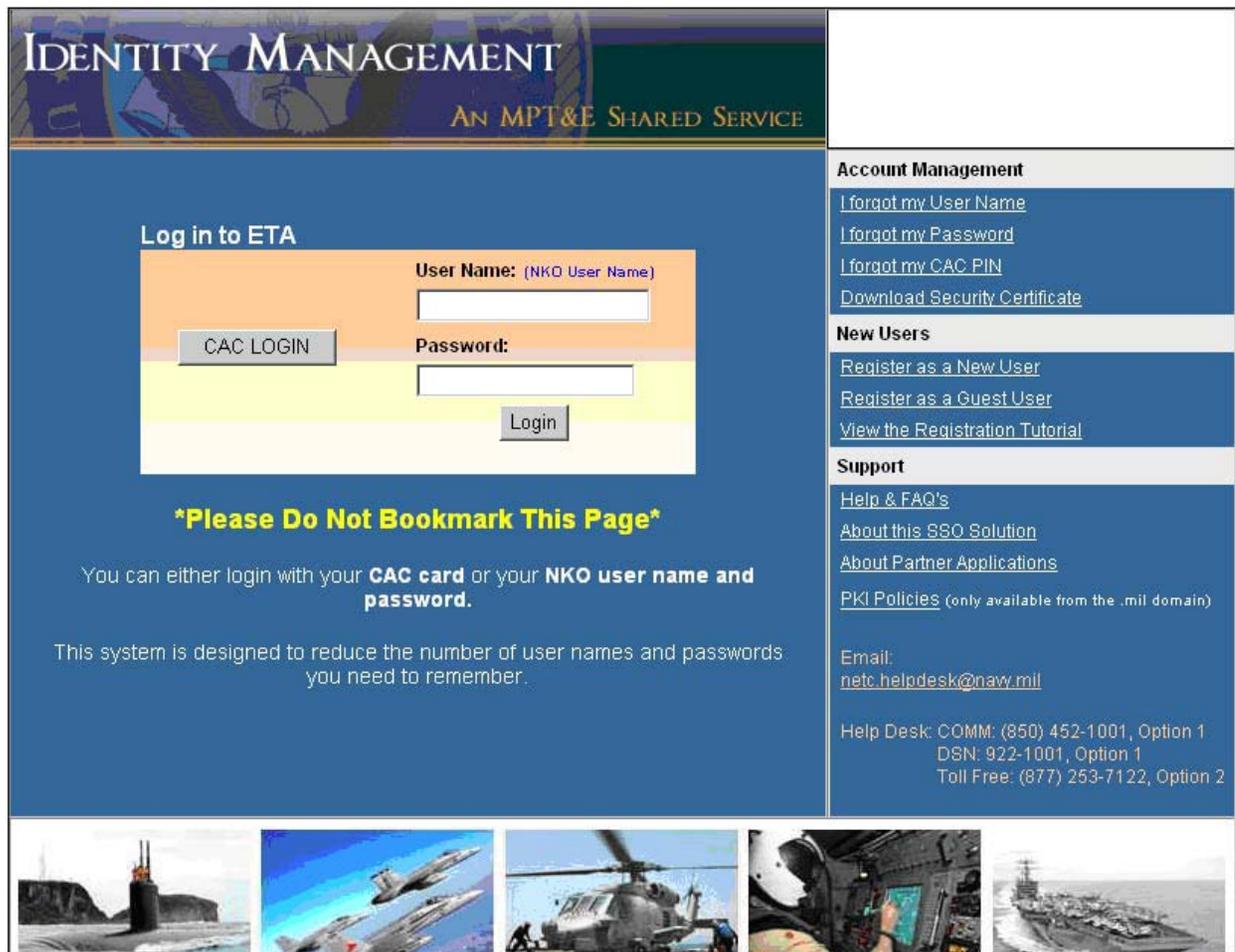


- This is the US Government privacy and security policy.
- Click on “Ok”

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Approving a member's eTA Request (Continued)

Section 3



The screenshot shows the 'Identity Management' web portal, an MPT&E shared service. The main content area is titled 'Log in to ETA' and features a login form with two input fields: 'User Name: (NKO User Name)' and 'Password:'. A 'CAC LOGIN' button is positioned to the left of the User Name field, and a 'Login' button is below the Password field. Below the form, a yellow banner reads '*Please Do Not Bookmark This Page*'. Further down, text explains that users can log in with either a CAC card or their NKO user name and password, and notes that the system is designed to reduce the number of user names and passwords to remember.

Account Management

- [I forgot my User Name](#)
- [I forgot my Password](#)
- [I forgot my CAC PIN](#)
- [Download Security Certificate](#)

New Users

- [Register as a New User](#)
- [Register as a Guest User](#)
- [View the Registration Tutorial](#)

Support

- [Help & FAQ's](#)
- [About this SSO Solution](#)
- [About Partner Applications](#)
- [PKI Policies \(only available from the .mil domain\)](#)

Email: netc.helpdesk@nav.mil

Help Desk: COMM: (850) 452-1001, Option 1
DSN: 922-1001, Option 1
Toll Free: (877) 253-7122, Option 2

The bottom of the page features a row of five small images: a submarine, a fighter jet, a helicopter, a cockpit view, and an aircraft carrier.

- Type in your **User Name**.
- Type in your **Password**.
- Click on “**Login**”.
- OR use your CAC card (* see note *).

Note: the first time you log into eTA, you must use your NKO User ID & password. By doing this, the system will “match” your NKO ID/password to your CAC. After this first time, you can use your CAC to logon to eTA.

Continued on next page.

Approving a member's eTA Request (Continued)

Section 3

Review Application Your e-mail address is

Please Review and then Approve or Reject this Application.

Reviewer's Rate/Rank: CWO4

Reviewer's Last Name: ESO LastName

Reviewer's First Name: ESO First Name

Review Comment (optional):

Approve Reject

Application Status History

Date	Status	E-mail Notification Sent To	Comment
2008/05/30 11:22	Submitted for Command Approval		Submitted. You will be notified via e-mail upon Command Approval.
2008/05/30 11:17	Under Edit		Created. Please submit to your CO or By Direction Authority for Approval.

Applicant Information

- Type in your **Rate/Rank**.
- Type in your **Last Name**.
- Type in your **First Name**.
- Scroll down to review application.
- Have school documentation (hard copy of members schedule, with all course information) in front of you. ESOs should keep all TA application documentation (hard copy or electronic) on file for 2 months (course info, grades, TA authorizations, waiver forms, etc.) for the purpose of possible random audits that will be conducted by the CGI Tuition Assistance and Grants (TAG) Division.
- Compare the school information and the member's personal information to the information on the screen.

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Approving a member's eTA Request (Continued)

Section 3

Review Application Your e-mail address is

Please Review and then Approve or Reject this Application.

Reviewer's Rate/Rank: CW04

Reviewer's Last Name: ESO LastName

Reviewer's First Name: ESO First Name

Review Comment (optional):

Approve Reject

Application Status History

Date	Status	E-mail Notification Sent To	Comment
2008/05/30 11:22	Submitted for Command Approval		Submitted. You will be notified via e-mail upon Command Approval.
2008/05/30 11:17	Under Edit		Created. Please submit to your CO or By Direction Authority for Approval.

Applicant Information

- Make sure all TA policies and procedures have been followed (i.e. not submitting application more than 90 days prior to start date, course will result in semester or quarter credit hours (no clock hours), course will receive a letter grade based on a 4.0 scale, member not receiving full MGIB benefits plus CG TA, etc.).
- If everything is correct, click on “**Approve**”.
 - By clicking on approve you are certifying that you have verified that (a) the applicant is eligible for tuition assistance, (b) the course(s) listed are being offered by an accredited institution and the applicant will earn college credit after completing the course(s) and (c) the applicant has provided you with the information from the institution showing current tuition cost (d) that no unauthorized fees are added into the cost and (e) that Officers meet the two or four year obligated service requirement for active duty and SELRES, respectively.
- If you find a mistake, click on “**Reject**” and type a comment to member stating why you rejected the application.
- All corrections, cancellations, extension requests or any other issues/requests will be processed under the current procedures (i.e. submit the corrections, cancellations or other requests via TACCTS).

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Approving a member's eTA Request (Continued)

Section 3

Review Application

Your e-mail address is

This Application may not be Approved or Rejected in its current Status.

This application has been approved.

Application Status History

Date	Status	E-mail Notification Sent To	Comment
2008/05/30 13:28	Command Approved		Approved by CWO4 [redacted] and forwarded to USCG INST with comment:
2008/05/30	Submitted for Command		Submitted. You will be notified via e-

Applicant Information

- | | |
|--|--|
| 1. SSN (Rate/Rank & Pay Grade):
SSN on file (YN2 E5) | 9. GI Bill Enrollment Status:
None |
| 2. Last Name:
Coastie | 10. Years of Education:
13 |
| 3. First Name:
Joe | 11. Command UIC: |
| 4. Middle Name:
S | 12. Command Name:
COMMANDING OFFICER |
| 5. Daytime Phone:
commercial: (555) 555-5555 ext. | 13. Command Address:
CG INSTITUTE |

- A new status update will be added to the application, stating the ESO approved the application and the application was forwarded to the CGI.
- The member will receive an email notification of the status change.

Note: ESO's are annotated as "Command" in the eTA software program.