Enrollment Manager Quick Start Guide

New to Enrollment Manager? This guide provides IHL School Certifying Officials (SCOs) an overview of Enrollment Manager functionality. Refer to the Appendix for more in-depth resources.

I. Institution of Higher Learning (IHL)

a. FIRST TIME USER LOGIN

1. Navigate to the VA Education Platform by going to: http://iam.education.va.gov.

2. Select the SSOe button.

3. Select one of the applications below to login:
   - LOGIN.GOV
   - ID.me

   Follow the steps for either of these options to login, or create a new account.

4. If needed, set-up multi-factor authentication. Make sure you complete the final steps to verify your identity.

5. Authorize VA to access your personal data by selecting the Allow button.

Once verified, you are redirected to the VA Education Platform Portal. From here, request first time access to Enrollment Manager through one of the options below:

Option 1: SCOs request access through the VA Education Platform Portal.

Option 2: SCO Read Only and Assistants should request access from your institution's SCOs

Refer to the latest version of the EM SCO User Guide on the VA Resources for schools page for more information.

b. SEARCH FOR A STUDENT

1. From the Dashboard page, select the Students tab.

2. Select either:
   - Search my students (Skip to step 3) or
   - Search all students (Skip to step 4).

Depending on which option you select, different search fields appear. Neither option allows searching for a student by SSN.

When searching “my students”, only “Active” students display by default. Search by First name, Last name, Student ID, Benefit Type, Training Type, Date Range, Program or School. Now, skip to step 5.

When searching “all students”, you can search by First name, Middle name, Last name, Email, Phone number, or Date of birth. Last name or Date of birth fields are required.

3. Once the search criteria is entered, apply filters and select the Search button.

4. From the Search results, select your desired student and select Go to profile.

Once the student’s profile appears, navigate through the various tabs to review relevant data.
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c. CREATE & SUBMIT AN ENROLLMENT

1. From the Dashboard page, select the Students tab.
2. Search and select your student. Once on the student profile, then, navigate to the Enrollments tab.
3. Select the Add enrollment button. From the dropdown, select the appropriate option.
4. Select the “Training Facility” from the pre-populated list, and enter the Enrollment name, Begin date, End date or select a Preset enrollment.
5. Complete the remaining information, including the Resident credits, Online credits, Clock hours*, and Tuition. If this is a non-standard term and there is a vacation period, enter it when submitting a student’s enrollment. Hover over the What counts as a vacation period? text for more information.

*Clock hours refers to the number of scheduled clock hours per week. If clock hours are taken online, choose the appropriate remark.

6. Before submitting the enrollment, you may add VBA remarks or notes.
7. Once complete, save the enrollment as a draft for later submission or select Submit enrollment.

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d. AMEND & TERMINATE AN ENROLLMENT

1. Navigate to the correct student’s Enrollments tab. Refer to the “b. Search for a Student” section for more information.
2. Select Amend and choose your path:
   - Amend an enrollment (Skip to Step 3) or
   - Terminate an enrollment (Skip to Step 5).
3. Revise all necessary fields. While revising, note the following:
   - The Training facility and Enrollment name cannot be amended.
   - Not all Effective dates will auto populate. Be sure to input all date(s).
   - Credits and tuition section changes generate the Amendment information section.
4. Once complete, save the enrollment as a draft for later submission or select Submit amendment.
5. To terminate an enrollment, navigate to the Credits and Tuition section and select the Termination or Graduation / End of Term or Course box. Selecting this auto-populates the Amendment effective date to the last day of the Enrollment period.
6. Under Amendment information section, indicate the Amendment reason and enter the Amendment effective date.
7. Once complete, select Submit amendment.
e. APPENDIX

Have more questions? Refer to additional Enrollment Manager resources detailed below.

- VA Resources for schools page houses several EM resources, including the latest version of the:
  - EM SCO User Guide and
  - VA Paper-Based Forms to EM Crosswalk
  - SCO Handbook
- Find the EM Training Videos on the SCO Training Portal
- Office Hours Materials and Questions and Answers (Q&As)
- EM Frequently Asked Questions (FAQs)