

Enrollment Manager Quick Start Guide

New to Enrollment Manager? This guide will serve as an overview for Enrollment Manager functions when servicing IHL recipients. Refer to section E. Appendix for more in-depth resources.

a. LOGIN

1

Navigate to va.gov and select **Sign in** in the top right hand corner.

2

Select either:

- [Create an account with Login.gov](#)
- [Create an account with ID.me](#)

3

Follow the prompts, which will then require you to set-up **multi-factor authentication**.

4

Once multi-factor authentication is set-up, sign in to your VA.gov account and select the **My VA** button.

5

Select either:

- [Verify account with Login.gov](#)
- [Verify account with ID.me](#)

6

For first time logins, navigate to the VA Education Platform landing page and select the **SSOe** button.

7

Log in with the appropriate platform based on where you created your account. Once logged in, you will request first time access by utilizing 1 of the 3 options:

Option 1: Requires SCOs to request access through an Education Liaison Representative.

Option 2: Requires users to input their legacy VA-ONCE credentials.

Option 3: Requires SCO Assistants and Read Only SCOs to request access from their residing SCO. Refer to the User Guide for further details of each option.

b. SEARCH FOR A STUDENT

1

From the Dashboard page, select the **Find and add a student** button.

2

Select either:

- [Search my students](#) (Skip to step 3) or
- [Search all students](#) (Skip to step 4).

3

Depending on which option you select, there will be different search fields options. Unlike VA-ONCE, neither allows to search for a student by SSN.

When searching "**my students**", "Active" students will default alphabetically. Search by First name, Last name, or Student ID. Skip to step 5.

4

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 are required fields.

5

Once the search criteria is entered, select **Search** and find the desired student.

6

From the Search results, select your desired student and select [Go to profile](#).

7

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 **Find and add a student** button.
- 2 Search and select your student and then navigate to the **Enrollments** tab.
- 3 Select the **Add enrollment** button.
- 4 Select the "Training Facility" from the pre-populated list, and enter the "Enrollment name", "Begin/End" dates, 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 that is 7 days or more then you may 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 clock hours taken per week. If clock hours are taken online, chose the appropriate remark.
- 6 Before submitting the enrollment, you may **Add VBA remarks** or notes. Only add VBA remarks when necessary, as they slow down processing time.
- 7 Once complete, save the enrollment as a draft for later submission or select **Submit enrollment**.

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).

Revise all necessary fields.* While revising, note the following:

 - Not all "Effective dates" will auto populate. Be sure to input all date(s).
 - The "School" cannot be amended.
 - "Credits and Tuition" section changes will generate a new section called "Amendment Information," where fields can be completed.

*Note: Amendments to enrollments are less common, but may occur if their are errors in course hours, charges, or prior training time.
- 4 Once complete, save the enrollment as a draft for later submission or select **Submit enrollment**.
- 5 To terminate an enrollment, navigate to the **Credits and Tuition** section and check the "Termination" or "Graduation / End of Term or Course" box. The "Resident", "Online", "Clock" and "Remedial/Deficiency fields" will update to zero and will not be editable.
- 6 Under **Amendment information** indicate the "Amendment Reason" and enter the "Effective date".
- 7 Once complete, select **Submit Amendment**.

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e. APPENDIX

See below for a table detailing EM's new **Enrollment Statuses** and how these compare to what was previously in VA-ONCE.

PREVIOUSLY IN VA-ONCE	ENROLLMENT STATUS	DEFINITION
<ul style="list-style-type: none"> 1 - Student Added 	N/A	There is no status for students who have not been created in Enrollment Manager.
<ul style="list-style-type: none"> 2 - Cert in Process (Draft) 3 - Cert Completed 	In Progress	Amendment/certification is in draft state.
<ul style="list-style-type: none"> 2P - Cert Pending Approval (Draft) 	Pending SCO Review	Draft must be verified and submitted by an SCO.
<ul style="list-style-type: none"> 3x - Ch 31 Cert Submitted 4x - Ch 33 Cert Submitted 4 - Ch 30, 1606, 1607, 32, 35, 901, 903, OJT/ APP & FLIGHT (all chapters) 	Submitted	Enrollment/Amendment/Certification was sent for processing
<ul style="list-style-type: none"> 5M- (Ch 30,1606,..) Cert Reviewed for Manual Processing 	Under Review	Enrollment/ Amendment/ Certification was off-ramped for manual review Non-33 will remain at "Under Review" indefinitely, or until Benefits Manager has the ability to provide the updated status.
<ul style="list-style-type: none"> 5A (Ch 30, 1606..) Cert Awarded Processed by ECAP 5D (Cpt 33) Cert Awarded Processed Automatically 5E- (Ch 33) Cert Reviewed for Manual Processing 5X (Ch 31 Cert) Accepted by VR&E 	Processed	Enrollment/ Amendment/ Certification has been processed
<ul style="list-style-type: none"> 5r (Ch 31) Rejected by VR&E System 	N/A	There is no automated processing in chapter 31.

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

- [Office Hours Materials & Q/As EM FAQs](#)
- [Schools Resources Page](#)
- [EM User Guide - Coming Soon](#)
- [EM Course Catalog - Coming Soon](#)
- [EM Tip of the Week Resources - Coming Soon](#)