How To Guide
Create a Student User Account (1 of 11)

Purpose
This guide highlights the steps to create a Student User Account. This process includes creating both a Login.gov and an ArmyIgnitED account. The Student will need their CAC and a device that can read their CAC (i.e., laptop or desktop) to complete this registration.

Please Read the Following BEFORE you Create your ArmyIgnitED Student User Account
Before your start, you must have access to your military email and reliable internet. If you do not have access to your military email and/or reliable internet, you may have difficulty creating your login.gov and ArmyIgnitED User Account.

Common Questions

What email account do I use when creating a login.gov account?
• Army.mil is the preferred email address for Login.gov and ArmyIgnitED. When creating a new account, please create the account using your army.mil email address.

Can I use my personal email address when creating my login.gov account?
• Yes, you can, but using your army.mil email address is preferred. Add or change your login.gov email address using instructions on the last page of this guide.

I tried to login using my mail.mil email address but it is not working. What is wrong?
• Soldiers may need to login with the email address that is listed in ITAPDB. Please try logging in with that .mil email address and if successful, change your login.gov email address using instructions on the last page of this guide.

I tried logging in with my CAC/PIV and it doesn’t work. What is wrong?
• Your CAC/PIV can only be associated with one login.gov account and as a result, may be associated with a different email address. Please login to Login.gov with your Federal Employee ID and under “Your Authentication Methods”, select “Delete ID”. You should then sign in to login.gov with your .mil email address.

What do I do if my login.gov account is not using my army.mil email address?
• If your login.gov account currently uses an email address that is not army.mil, please refer to the last page of this guide to see instructions on how to change your email address in login.gov.

I am trying to create my login.gov account; however, I keep receiving a ‘white screen’. Why is this happening?
• You may be accidentally bypassing the authentication process. The ArmyIgnitED system is looking to validate your DoD ID and email address currently on file. If one, or both are not found, users are redirected to the guest page when they attempt to log in.
• If you are on the guest page, click the icon in the top right corner and click Sign Out. This will redirect you to login.gov to authenticate your account login.
• If you cannot access your account when logging in, please create a new login.gov account with your army.mil email address and verify that your PIV/CAC is associated with your new account. Please use your Authentication certificate when logging in with your CAC. Note: If you receive the error “The CAC is already associated with another account”, please see page 5 to find instructions on how to attach your PIV/CAC to your new account.
How To Guide
Create a Student User Account (2 of 11)

Purpose
This guide highlights the steps to create a Student User Account. This process includes creating both a Login.gov and an ArmyIgnitED account. The Student will need their CAC and a device that can read their CAC (i.e., laptop or desktop) to complete this registration.

• If you do not have a Login.gov account proceed to Step 1.
• If you have an existing Login.gov account but need to update it to with your army.mil address, sign in to your Login.gov account and proceed to Step 18.
• If you have an existing Login.gov account, and it is setup with your army.mil account, proceed to Step 23.

Note: For information on modifying your email in login.gov, refer to page 11.

Steps to create a Student User Account – Login.gov
2. Click Create an account to start the process of creating your Login.gov account.
3. Enter the army.mil email address that you want associated with the account.
4. Choose your language.
5. Check the box to accept the Login.gov Rules of Use.
6. Click Submit.
Check your email

We sent an email to JohnDoe@army.mil with a link to confirm your email address. Follow the link to continue creating your account.

Didn't receive an email? Resend

Or, use a different email address

You can close this window if you're done.

Note: You will be presented with a completion screen informing you that a confirmation link has been sent to the army.mil email address you entered in the previous step.

Clicking Resend will resend the confirmation link to the army.mil email address you listed. Please check your junk email before you click Resend.

Clicking use a different email address will return to the previous page and allow you to re-enter a different email address if needed.

Steps to Create a Student User Account – Login.gov

7. Log in to the army.mil email account you requested the confirmation code to be sent to and find your confirmation email.
8. Click Confirm email address and you will be automatically redirected back to the Login.gov account creation process.
Steps to Create a Student User Account – Login.gov

9. Create a strong password and click continue.

Password Safety Tips: The longer and more unusual the password, the harder it is to guess. Avoid using common phrases and repeating passwords from other online accounts (banks, email address, social media, etc.).

Note: Clicking Show Password will allow you to view the characters in the password entry field instead of asterisks. Please be cautious and use good judgement when using this feature as it takes away a level of privacy when creating the password.

You will now need to select a second layer of security so only you can sign into your account.

Note: Soldiers and other government employees should select the Government Employee ID option and non-government employees should select the phone option.

10. Select Government employee ID.
11. Click Continue.

Note: Each authentication method will have its own setup instructions which will be presented after clicking continue. Follow the instructions to complete the creation of the account.
Steps to Create a Student User Account – Login.gov

12. Set up your PIV/CAC as a two-factor authorization method so that you can use it to sign in.
   • Give the PIV/CAC a nickname so if you add more than one, you’ll know which one is which.
   • Insert your PIV/CAC into your card reader.
   • Add Your PIV/CAC. You’ll need to choose a certificate (the right one likely has your name in it) and enter your PIN (your PIN was created when you set up your PIV/CAC).

13. Click Add PIV/CAC Card.
14. Select the certificate that corresponds with your PIV/CAC.
15. Click OK.
Steps to Create a Student User Account – Login.gov

To finalize the creation of your Login.gov account you must agree to share your Login.gov information with ArmyIgnitED.

16. Click Agree and continue to complete the process of creating a Login.gov account.

Note: You are now redirected to ArmyIgnitED.

17. As a soldier you are directed to log out of ArmyIgnitED and use your PIV/CAC to log back into Login.gov. Click Exit to log out of ArmyIgnitED.
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Steps to Create a Student User Account – Login.gov

18. This is your Login.gov Account. You now have access to:

Your Account
- Add Email Address, Edit Password, and Delete Account

Two-Factor Authentication
- Phone Numbers, Authentication Apps, Security Key, PIV CAC Cards, and Backup Codes

Your Connected Accounts

History
- A log of the changes made in your account including the action/change, IP address associated with the device that conducted the change, and date and time that the change was made

Customer Support
- Redirects you to the Login.gov FAQ and Help Center page

19. If your army.mil email address is not listed in your login.gov account, please add your army.mil email address to your account.

Click +Add email.

20. Enter your army.mil email address.

21. Click Submit.

Note: You have now added your army.mil email and completed setting up your login.gov account!

22. Log out of login.gov and move to the next step.

Note: For further information on modifying your email in login.gov, refer to page 11.
Steps to Create a Student User Account – Logging into ArmyIgnitED

You have successfully created your Login.gov account and now have access to ArmyIgnitED.

23. Return to www.ArmyIgnitED.com then, click Get Started to complete the ArmyIgnitED account creation process.

24. Click Present PIV/CAC Card and sign in to ArmyIgnitED with the PIV/CAC Card associated with your login.gov account.

**Note:** Click Choose another authentication method if you don’t have your PIV/CAC Card; however, in order to login, you need to have other methods of login available via your login.gov account.

Once you have successfully signed in with your PIV/CAC Card or alternate authentication method, ArmyIgnitED notifies you that you are signing in with the email linked to your login.gov account.

25. If you want to login to ArmyIgnitED with the listed email, click Continue.

**Note:** If you do not want to login with the email shown, choose Switch emails.

**Note:** After you have chosen an alternate authentication method, click Continue to verify your account.

Congratulations! You’ve successfully logged into your ArmyIgnitED account!
Steps to Create a Student User Account – Logging into ArmyIgnitED

You have successfully logged into ArmyIgnitED. Review and edit your account information if necessary.

26. Click **Get Started**.

**Note:** The numbers at the top of the screen inform you on where you are in the Create Account process.

27. **Confirm your personal information:**
   - First Name
   - Last Name
   - Middle Name
   - Date of Birth
   - Last 4 of SSN
   - Rank
   - MOS

**Note:** Clicking the Previous arrow will return you to the previous page.

**Note:** Clicking **Is incorrect information being displayed?** will provide a point of contact from the offices below:
   - For Active Duty contact your S1/PAC office
   - For Army National Guard, contact your Readiness NCO
   - For United States Army Reserve, contact your Unit Administrator (UA).

28. Click **Continue**.

To update your records (such as your Civilian Education), please reach out to:
- Active Duty Enlisted – S1/HR Professionals
- Active Duty Officer (Warrant and Commissioned) – Branch Manager
- National Guard Enlisted – Unit Readiness/Admin NCO
- National Guard Officer – Unit Readiness/Admin NCO
- US Army Reserve Enlisted – Unit Administrator (UA) / servicing Reserve Personnel Action Center (RPAC)
- US Army Reserve Officer – Unit Administrator (UA) / servicing Reserve Personnel Action Center (RPAC)
Steps to Create a Student User Account – Logging into ArmyIgnitED

You have successfully logged into ArmyIgnitED. Review and edit your account information if necessary.

29. **Confirm your Home of Record Address** and add an optional mailing address.
30. Click **Continue**.

31. **Confirm or Edit your email address(s) and phone number(s):**
   - Military Email Address
   - Other Email Address
   - Home Phone Number
   - Duty Phone Number
   - Cell Phone Number
32. Click **Continue**.
33. Select your preferred email address, mailing address, and phone number.
34. Click **Continue**.

35. **Confirm your education information:**
   - Graduation Date
   - Previous Educational Institute
   - Previous Education Level
36. Click **Finish**.
37. Click **Go to Your Homepage**.

Congratulations! You have reached your ArmyIgnitED Homepage.
Optional: Steps to Modify your Email Address in Login.gov

Follow the steps below to add and/or delete an email address.

Add an Email Address to your Login.gov Account
1. Navigate to secure.login.gov.
2. Enter your email and password and click Sign in.
3. Enter your authentication method.
4. Once you are on the account page, click +Add email.
5. Enter your @army.mil email address.
6. Click Submit.
7. Navigate and sign in to your army.mil email inbox and confirm your @army.mil email address.

**Note:** Do not remove your old email address until you have confirmed your new email address.

Delete an Email Address from your Login.gov Account
8. Click Delete next to the email address you want to remove.
9. Click Delete email address to permanently delete the email address from your Login.gov.

If you delete your email address
- You won’t be able to sign in to Login.gov (or any of the government applications linked to your account) using this email address
- You won’t get account notifications at this email address