

SNOW submission

All ArmyIgnitED inquires/issues from Soldiers, Counselors, Vendors, Civilians, Cadets and/or Educational Institutions (EI)

Solution

1. All ArmyIgnitED inquires/issues from Soldiers, Counselors, Vendors, Civilians, Cadets and/or Educational Institutions (EI) must submit a ServiceNow ticket.
2. If you have an ArmyIgnitED account, please submit a case in ServiceNow by clicking on the "Support" tab and selecting "Create a Case" and complete from there.
 - a. If you are not able to log into ArmyIgnitED and are experiencing technical issues, please submit a case in ServiceNow.
 - b. Please navigate to <https://armyignitedprod.servicenowservices.com/ignited>
 - c. Select the 'Create a Case as a Guest User" button
 - d. Complete the form with your information for all required fields denoted with an "*"
 - e. Email –For Soldier's and Counselors, please enter your .mil email address, all others enter the email of your choice
 - f. If you are trying to request support for a technical issue, select 'Technical Issues' as the Case Type and 'Other' as the Sub Category
 - g. If you are trying to request a role in the system, select 'Roles Request' as the Case Type and 'Soldier' (or EI if this is for a EI account) as the sub category
 - h. Someone from the ArmyIgnitED support team will be in touch shortly with an update.
3. If you have not heard back in 10 business days, please call back to the helpdesk and provide the following information.
 - a. ServiceNow Ticket Number:
 - b. Customer Name:
 - c. Soldier's Rank:

d. Email:

e. Phone Number:

f. School:

g. Installation: