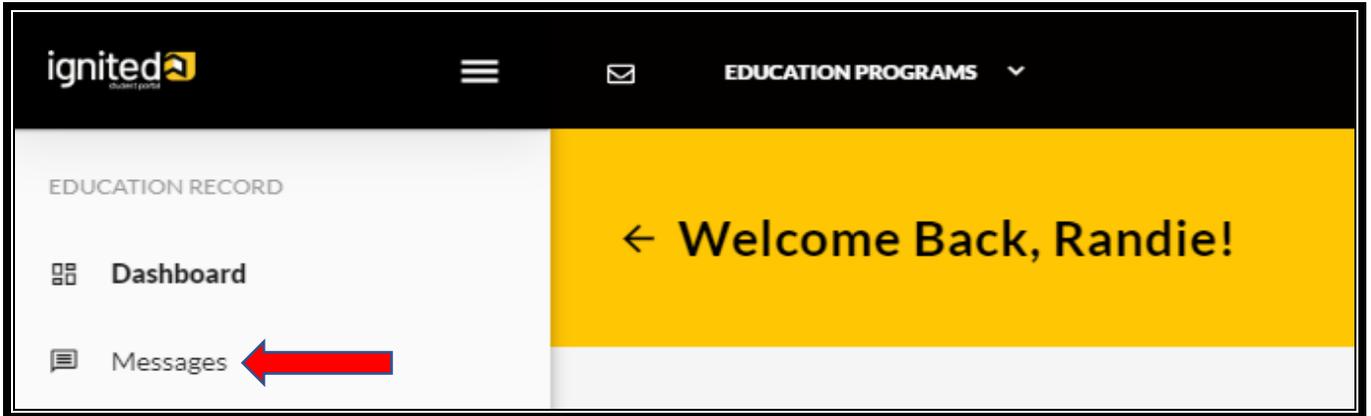


# Messages

## ArmyIgnitED – Service Member

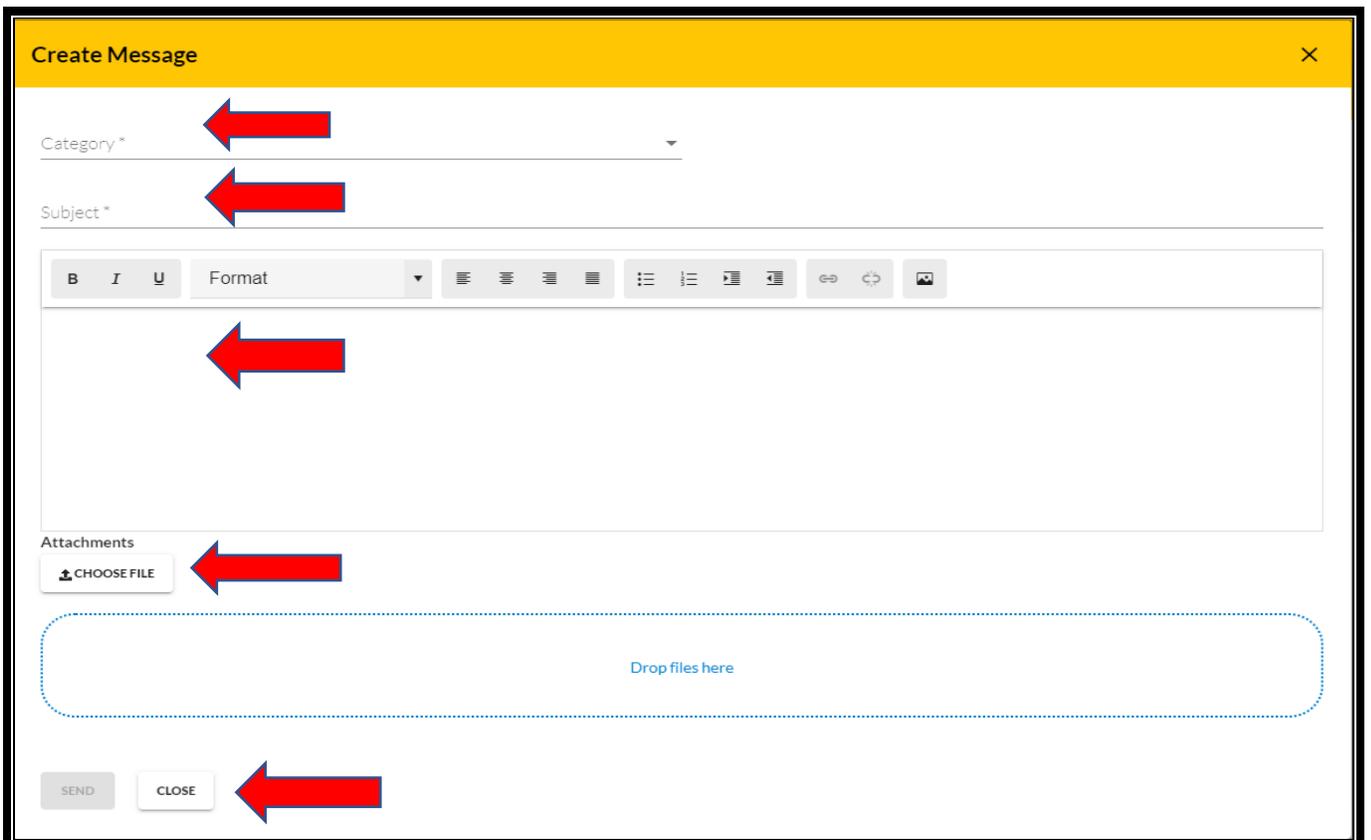
Upon logging in your ArmyIgnitED account, click **‘Messages’** on the left side menu:



Click **‘Create’** in the top right corner of screen.



The Soldier must select a **category**, **input the subject**, **body of message**, load an **attachment** if needed (4Mb max) and click **‘Send’**.



You can verify that your message was sent by either looking at the Conversations in your inbox or clicking on Sent in your inbox

The screenshot displays the Ignited Education Programs user interface. On the left, a navigation menu under 'EDUCATION RECORD' includes options like Dashboard, Messages, Tuition Assistance Requests, Education Goals, SkillBridge Applications, Virtual Benefits Training, Documents, Scheduled Tests, and Test Scores. A red arrow points to the 'Messages' option. The main content area is titled 'My Inbox' and features a 'Select Category' dropdown set to 'All' and a 'Has Suspense Date' checkbox. Below this, there are two tabs: 'Conversations' and 'Sent', with a red arrow pointing to the 'Sent' tab. The inbox list shows two messages from 'Jenkins, Randie': 'Education Counseling Request' dated 'Fri 06/10/2022' and 'Education Goal Approved' dated 'Mon 06/06/2022'.

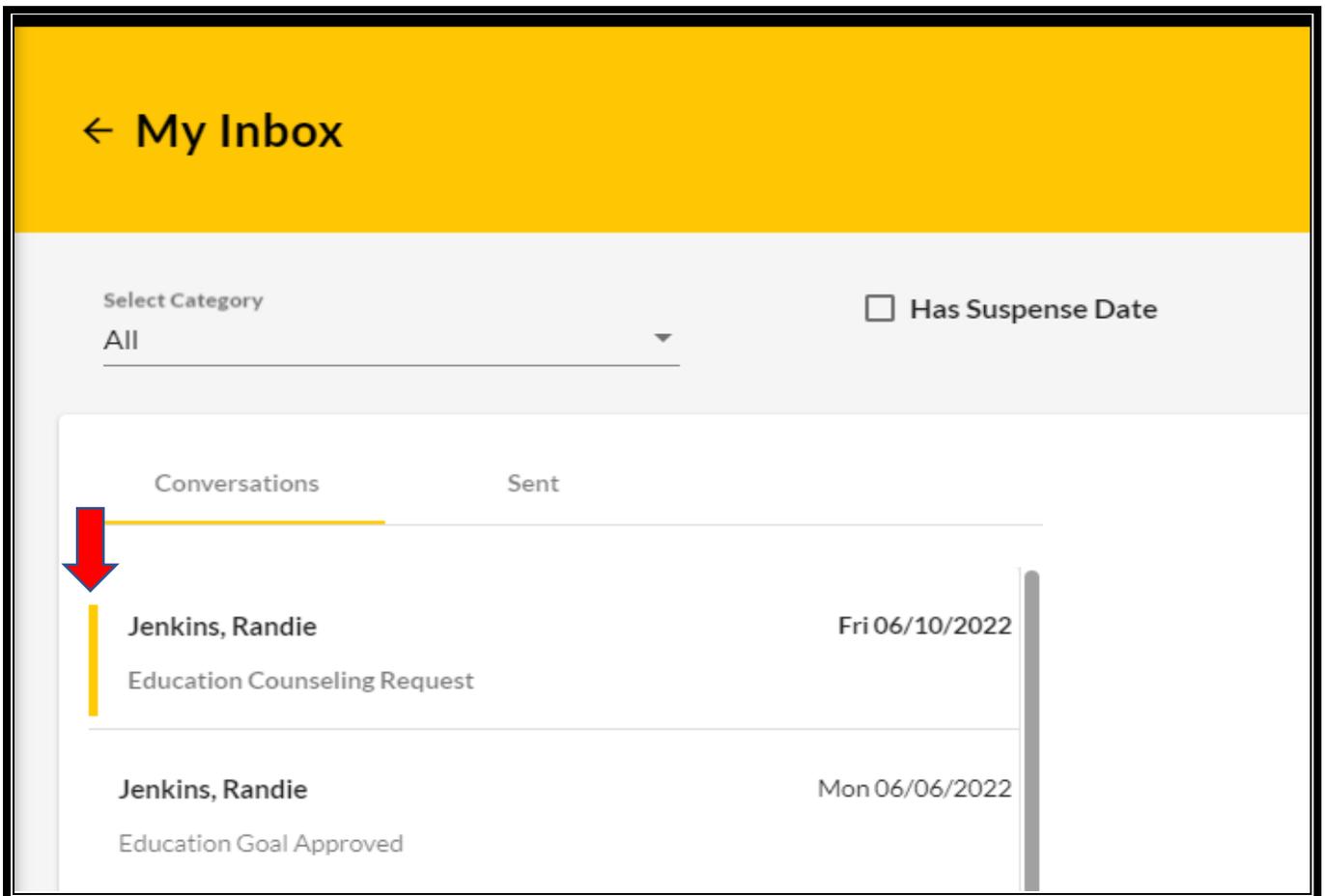
## Viewing New Messages:

Log into your ArmyIgnitED account and click the mail icon at the top left of the screen. The red number on the mail icon will show how many unread messages you have.

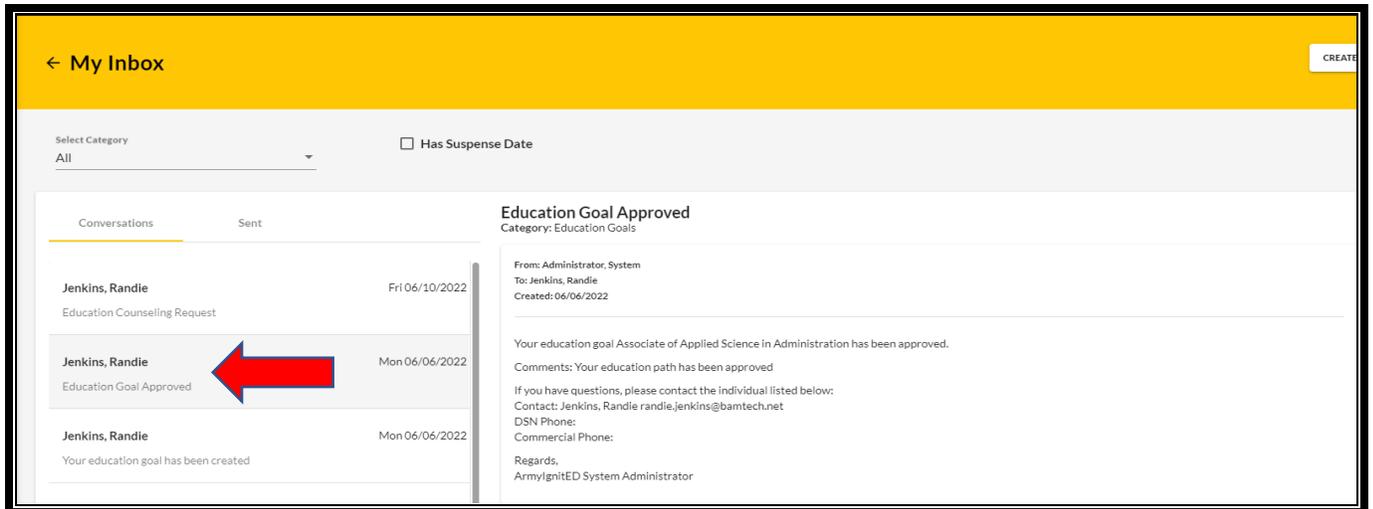


After clicking the mail icon, you will see a preview of your new messages.

**NOTE:** the dark yellow line to left of the message denotes if the message has been read or not.

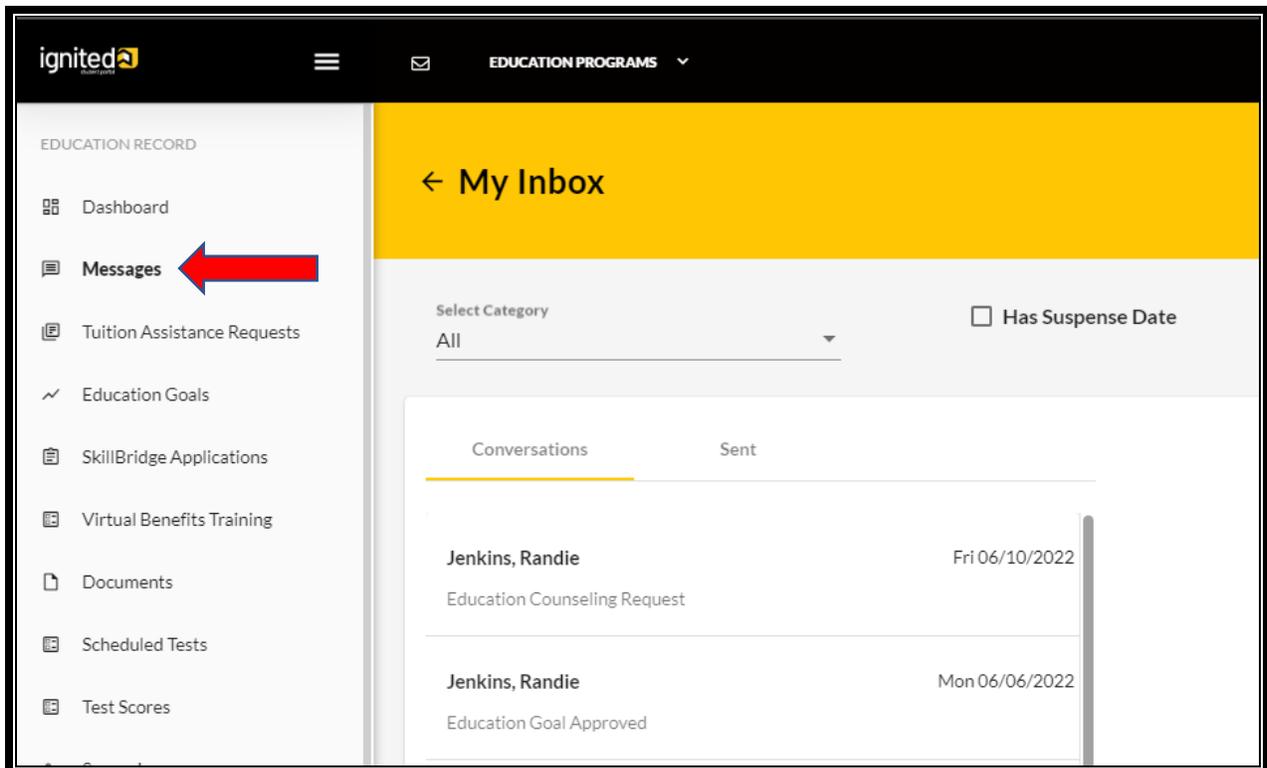


Click on the message to open the message:

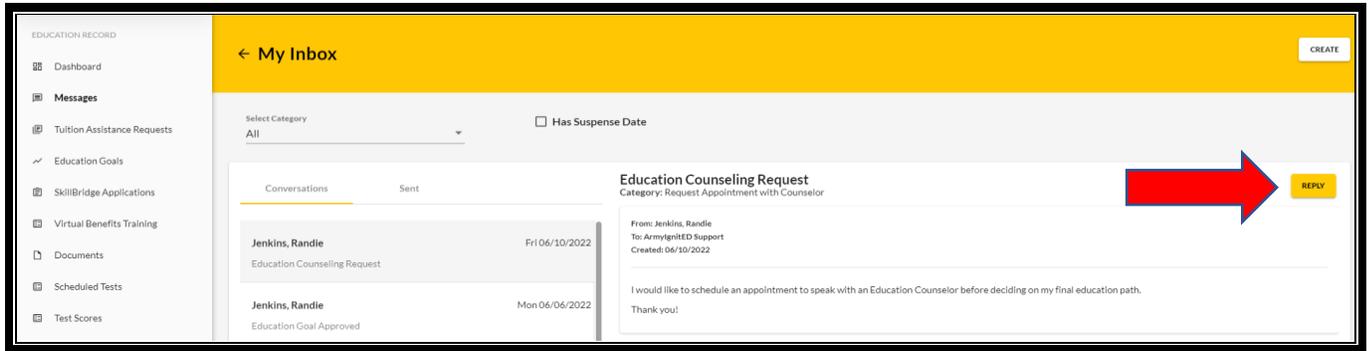


## Replying to a Message:

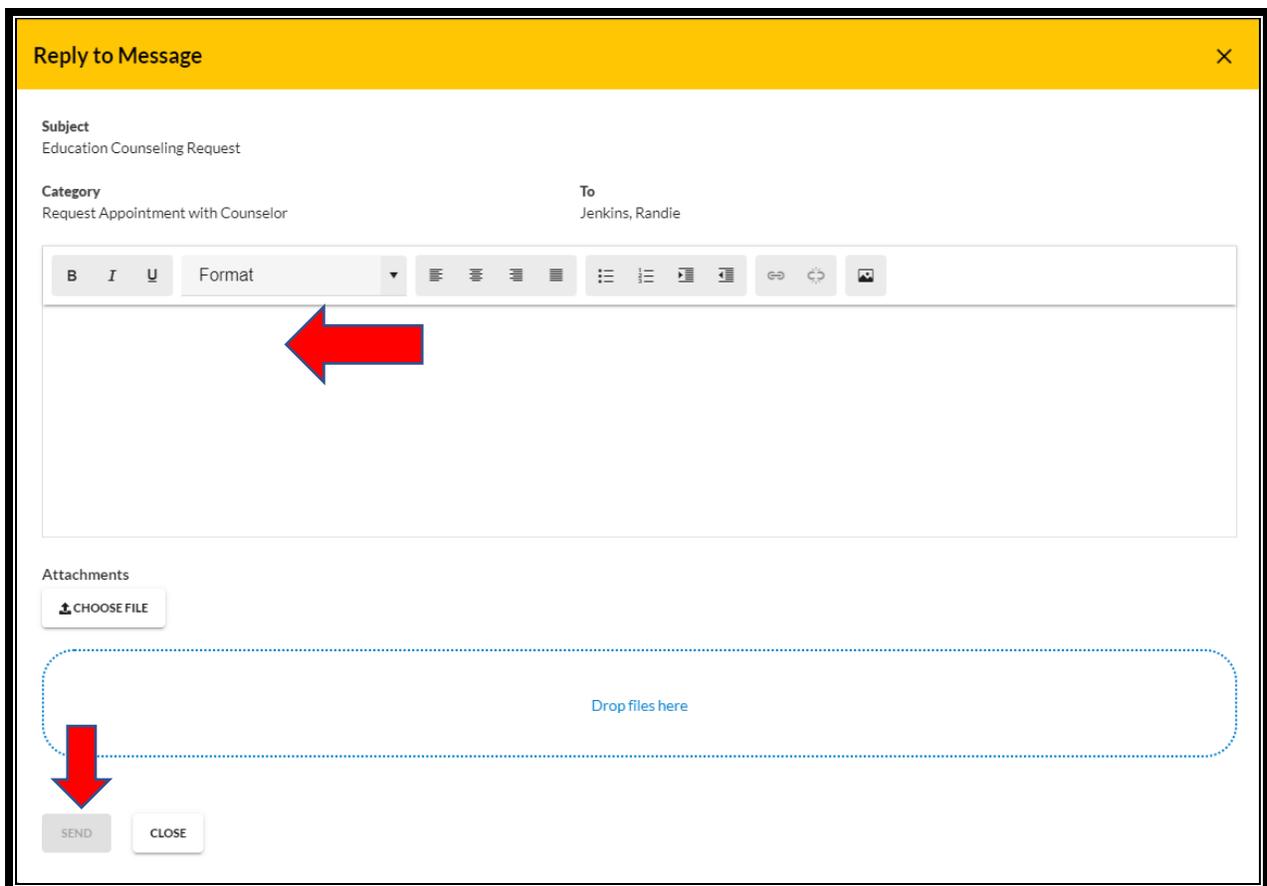
Click 'Messages' on left side menu:



Click on the message and then click 'Reply' near upper right:



Enter your reply and click 'Send':



**NOTE:** If you see a green check next to one of your conversations, this means your message has been resolved/closed. If you still have further questions you will need to create a new message