Step-By-Step guide to VA Works

New Students: You will be completing THREE sections the first time you log in. If you have used VA Works for 2024-2025, you can skip to step 3: Certification Request Form.

Questions: contact us at vaworks@uark.edu.

Navigate to vaworks.uark.edu.

Account Set-up

You will only complete this form ONE time and it is not editable.

1. This will ask your name, student ID number, preferred name/nickname (if other than what is on your VA paperwork), and pronouns.
   a. Also please make sure your name is spelled correctly and capitalized.
   b. DOUBLE CHECK your student ID number is correct and there are no typos.
   c. Both of these issues can cause your certification to be delayed.

   You will then log back in to the system.

The Registration Form

You will only complete this form ONE time.

Veteran Status

- This is the status of the STUDENT.

If you are a dependent, you will get a drop down for more info about your sponsor, the veteran or military member.

- It will ask for the following:
  - Name of Qualifying Individual (parent or spouse). This should match what is on the official paperwork.
  - Payee Code : this indicates the relationship between sponsor and student. Choose the option that best fits your scenario.
  - Sponsor Social Security Number: this is their SSN. We need all 9 digits.

Student Social Security Number

- This is always the student who is actively taking classes. We need all 9 digits.

Education Benefit

- This needs to match what is on your COE. Double check this as we have situations every semester where a student requests benefits from the wrong chapter which can delay your certification or even create a debt to the VA or university.
- If you are using military benefits other than from the VA (NGTW, TA, etc.), choose other and indicate which one.
- If you are not using any benefits at this time, select "Not Us

Attachments

- If you have a copy of your or your sponsor's DD214, you can upload that here. You are free to redact any information you would like.
- The Certificate of Eligibility or COE is the more important of the two documents.
    - You do NOT need to request a new copy. Upload whatever copy you have provided us in the past.
    - If you were a student prior to Fall 2024 and you cannot locate your COE, email vmsc@uark.edu to see if we have a copy. We will happily email that to you if we have it on file.
    - If you have a Statement of Benefits, you may upload that in lieu of a COE.
- If you are Ch 31 VR&E, you will not have a COE, please check the box under this question.
- If you are registering with the office and not using benefits at this time, you can check the box below the question and complete the rest of the form.

Resources

- The resources list is an optional question but gives us an idea of how else our office can assist you while you are at the UofA. Please check any box you'd like to receive more information about.

Education History

- This is an optional section. If you are a transfer student, you may add your previous schools but it is not required. Feel free to skip it and go to the next question!
- If you are a veteran or service member using VA benefits, you are required to submit your JST or other military transcript to the registrar's office to be reviewed for transfer/prior credit.
    - You can learn more about how to submit your transcript HERE.
    - Contact the VMSC if you would like to waive the right to this review. We will work with you to complete the required form from the VA.

Once you acknowledge the rest of the statements, you will hit submit at the bottom of the page. These questions are not editable after you submit but our office can edit some of them on your behalf if you need to make changes at a later date.

The Certification Request Form

Before you start the form, you will need to indicate if you are certifying classes for a full semester, 8 weeks, or other term. This is important as we cannot edit this for you on the backend. If you choose the wrong term, we will delete your form and you will have to resubmit. This WILL delay your certification.

- If you have a combination of the two, submit one certification request for your full semester classes, and then submit a second request for your 8 week classes.
- If you are taking 8 week classes in both halves of the semester, you will need a request for your 1st 8 weeks and then another request for your 2nd 8 weeks.
- If you are a graduate student that has a "mini" term, reach out to us at vaworks@uark.edu to verify your term before completing your request. This is rare and you will see the term "Mini" under session in Workday Student if this applies to you.

Step 2: Benefits (Step 1 is just a welcome page.)

Student Status

- Only select "guest" if you are degree-seeking at another institution. This is VERY rare. If you are unsure, reach out to us.
- Most of you will select "New student" for your very first semester or "Continuing student" if you have been certified for benefits at the UofA before.

Veteran Status and Sponsor information will be the same as with the registration form.

Out of State

- If you have already worked with our staff to be reclassified as in-state for tuition purposes, you will say "no" to this question.
- If you have not been reclassified and your permanent address is outside Arkansas, answer "yes."

Step 3: Adding your courses

Starting with fall classes, your student records and processes will be in Workday Student, not UA Connect. If you have not watched the how-to videos yet, we highly recommend doing this prior to your registration date. It is not the most intuitive platform but the videos are helpful.

Click Add New Course

- Below you will see two screenshots: one of the Add Course screen in VA Works and the other is one view of your class schedule in Workday Student. This will show you the information you are looking for. Match the color squares.

  - The **Course ID** or CRN does not exist in Workday Student. Leave this blank.
  - The **subject** is the 4-letter code abbreviating the class followed but the **course code** which is always 5 numbers (this is the one that used to be 4 numbers prior to Fall 24). Typically when referring to a class you will hear these said together. ISYS 11203, BIOL 10103, ENGL 10103.
  - The **section number** will always be a 3 number combo, ex. 001, 019, 903
  - Course dates should auto-fill to match the term dates. DO NOT edit these.
    - However, if you notice the dates are off by A LOT (more than a week) it may indicate you have entered a class in the wrong term. For example of the dates show August-December on the auto-fill, and your course dates in Workday are August- October, that means that is likely and 8 week class that needs to be entered on a separate term form.

- If you make a mistake when entering classes, you will have to delete that class and re-enter.
- If you are still planning to make a change to your class schedule, save this form as a draft until you have finalized your classes, then submit.
- If you are enrolled in a course that also includes a drill, lab, or other 0-hour component, only submit the main lecture with total credit hours. Sometimes you will see a compound entry on your class list where there is a lab and lecture that share the same 4-letter Subject code. If these are the same, you only need to submit that one time with the combined number of credit hours.
- If there is a question under the date that asks if you have met with an academic advisor, select either answer and submit. The question has no impact on your entry. We are working to get it deleted so you also may not see it at all.

Keep in mind: The VA will only pay for classes that are REQUIRED for your declared major/minor.

- This does include approved remedial or pre/co-requisites.
- It does not include honors college requirements that are not included in your degree plan. Same for programs like pre-med, pre-vet, etc. Any of these classes you need must fit into a current major or minor for the VA to pay.

- Have questions about approved programs or individual classes? Make sure you tell your advisor you are using VA funding/GI Bill so they know to check these things. They are also welcome to contact our office to double check any courses.
- If you are selecting a class without the help of an advisor, it is important you run it by them or check your degree plan. Most of our unapproved/rejected classes come from when a student goes rogue when replacing a recommended course or they do not meet with their advisor to discuss their class list.

Add Course ✕

◉ CERTIFY ⑦

Course ID

[ ]

The course CRN number.

Subject   **Course Code**   **Section**

[ ]   [ ]   [ ]

Course Format   **Credits**   **Campus**
◉ Lecture   [ ]   main campu ⌄
○ Lab
○ Tutorial
○ Work
  Experience
○ Other

Start date   **End date**
mm/dd/yy 📅   mm/dd/yyyy 📅

≡ MENU   🛡 UNIVERSITY OF ARKANSAS   🔍 Search   🔔⁴

📖 **Academics** |←

📢 Overview

📋 Academic History ⌄

📅 **Planning and Registr...** ⌃

   My Academic Plan

   Current Classes ✓

   Saved Schedules

   Find Course Sections

View My Courses

University of Arkansas, Fayetteville - Biology Bachelor of Science (B.S.)

UAF Fall 2025 (08/18/2025-12/12/2025)

Date should auto-fill. If auto-filled, DO NOT change.

CRN or Course ID does not exist in Workday Student. LEAVE BLANK!

(Calendar View)

My Enrolled Courses 3 items   ⊞ ≡ ᎁᎁ

	Course Listing	Units	Grading Basis	Section	Instructional Format	Delivery Mode
🔍	MATH 24004 - CALCULUS I	4	Graded	MATH 24004-D011 - CALCULUS I	Discussion "discussion"=drill. Don't enter in VA Works.	In-Person
				MATH 24004-001 - CALCULUS I	Lecture	In-Person
🔍	PSYC 20003 - GENERAL PSYCHOLOGY	3	Graded	PSYC 20003 004 GENERAL PSYCHOLOGY	Lecture	In-Person

Step 4: Education Details

Major/Minor

- Type your full major/minor here.
- If you are a double major, type "Double Major: Major 1 & Major 2"
- If you are engineering or data science, also include your concentration in this box.

- Keep in mind: The VA will only pay for classes for 1 approved major + 1 approved minor or 2 approved majors in any given term. If you have more than that, you will need to choose which two you are certifying for this semester. Don't even list the third. That way we don't have to reach out to you and ask which two you want to use.
    - Also remember your classes must be **required** for your major or minor or we cannot certify them. If you are in doubt, please contact your academic advisor and verify with them. You may need to remind them you are using VA education benefits as VA requirements are sometimes different than university requirements. If your advisor has questions, they can reach out to our office for clarification.
    - The major or minor you enter on your CR form must match what is in Workday Student or your classes may not be approved.
    - If you decide to change your major or minor mid-semester, make sure you talk to our office and that we have already reported to the VA. Otherwise this could impact your certification and pause your payments.

College

- Type the 4 or 5 letter abbreviation for your college as indicated:
    - AFLS= Bumpers
    - ARCH= Architecture
    - ARSC= Fulbright
    - WCOB= Business
    - COEHP= education and health professions
    - ENGR= Engineering
    - GRAD= graduate school
    - LAW= Law school
    - AGLAW= Ag law

The following questions about TA and scholarships are standard questions so they may seem repetitive. If you are unsure if they apply to you, please reach out to our office before you submit.

Federal Tuition Assistance is referring to TA for active duty, National Guard, reservists who are receiving TA from the Department of Defense. It is NOT Federal Financial Aid from the FAFSA.

If you are receiving TA and have a copy of your authorization, email it to vmsc@uark.edu and we will add it to your file. If you did not receive a copy, do not worry about it. We will reach out if we need to verify anything.

Step 5: Statement of Responsibility

PLEASE READ this section very carefully. It addresses frequent issues we have seen with students that **can result in a major impact to your benefits or result in a debt to the VA and/or UofA.**

The number of credit hours at the bottom should match the total hours from the previous page.

If you get an error on this last page and it will not let you advance to step 6, follow these steps.

- Click Save and Finish later at the bottom of the page.
- Log out and log back in.
- Click Dashboard.
- In the certification request box, you will see a draft of your Fall 2024 request, click the "continue editing" link.
- Follow the steps back to step 5, click the acknowledgements, type in your hours, and click forward.
- If this still does not work, email us at vaworks@uark.edu and let us know you are receiving an error on Step 5.

Step 6: Finish

The SMS updates feature is still in development. If you would like to receive them in the future, go ahead and enter your number and turn the toggle green. But the verification step will not work currently. And you will not receive a text this time. However, as soon as this feature is ready, you will begin receiving these notifications.

Hit SUBMIT! (And you are almost done!!!)

Email Notifications

Check your UARK email.

- You should have received a notification when you submitted the Registration form with a link to our HogSync group. This is where all emails about events and updates from our office will come from. If you have received emails from our office in the past 6 months, you are likely already in the group but if not, use this link to join.
    - https://hogsync.uark.edu/VMSC/club_signup
- The second email will be after you submit your certification request.

Change in your class schedule

- If you add or drop a class after you submit, log back into VA Works and click into the Certification Requests tab. You will see your active Fall request and a button to make a change. You will then select which class you dropped and be able to add a new one. It is very important that you complete this change form ASAP after you make the change in Workday Student. This will impact your certification with the VA so our staff needs to report any changes quickly.

Updates

- You will have access to this platform 24/7 which allows you to see any updates to your status. Also when we conclude a step on our side, you will automatically receive an email as well.
- Check your status in VA Works to determine your next step:
    - If your status is **Certified** or **Requires Dual Certification**, you should call the **VA Education Hotline 888-442-4551** to get more information on your payment schedule.
    - If your status is **Pending**, **In Progress**, or **Submitted**, you have NOT been certified yet. Your request is still in one of the steps listed above and being processed in the order we received them (or that they were corrected.)
    - If your status is **Draft**, you have NOT submitted your request or we had to send it back to you. If we sent it back, we also sent you an email to explain how to correct it.
        - Once you receive the email stating your request has been certified, you can call the VA Hotline 888-442-4551 to inquire about your payment schedule. Our office cannot answer questions about timing of payments.

- Just a note about the VMSC vs the VA:
  - The VMSC is a department at the University. All of us with a uark.edu email that work with you (Megan, Fernando, Rachel, Debra, Marlena, Linda) all work for the university. While we work hand-in-hand with the VA to process your benefits and are accountable to them to a certain extent, when you come into the VMSC or are working with us through a university email or phone number, that is not the actual VA.
  - The VA is, well, the VA. They are the government, not the university and have their own processes and timelines. They will NOT contact you from a uark email or phone number.
  - We at the VMSC are here to help and advocate for you throughout your university experience whether that is to other departments at the UofA or to the VA. We are your bridge between the two.
  - **Due to the extended processing time of the VA, it is not recommended that students rely on VA payments to arrive prior to the university's payment deadline. We suggest that all students have a plan to cover their living expenses until VA educational benefits are paid. The VA can take as long as 6-8 weeks to process certifications for VA educational benefits. Contact the Treasurer's Office to inquire about payment plans.**
- If you have questions before you are certified you will reach out to our office. Preferably by email (vaworks@uark.edu) and someone will either email or call you back.
- If you have questions about payments or issues after you are certified, call the VA Education Hotline, (888) 442-4551.