Step-By-Step guide to VA Works

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New Students: You will be completing THREE sections the first time you log in. If you have used VA Works previously, you can skip to Page 5: The 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.

- This will ask your name, student ID number, preferred name/nickname (if other than what is on your VA paperwork), and pronouns.
    - Also please make sure your name is spelled correctly and capitalized.
    - DOUBLE CHECK your student ID number is correct and there are no typos.
    - 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 Using Benefits"

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, we highly recommend submitting 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.

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

THESE INSTRUCTIONS ARE FOR **SUMMER/FALL 2026 AND AFTER.**
IF YOU ARE SUBMITTING A CERTIFICATION REQUEST FOR SPRING 2026 OR BEFORE, SEE BACK CLAIM DIRECTIONS ON PAGE 11.

Starting the form

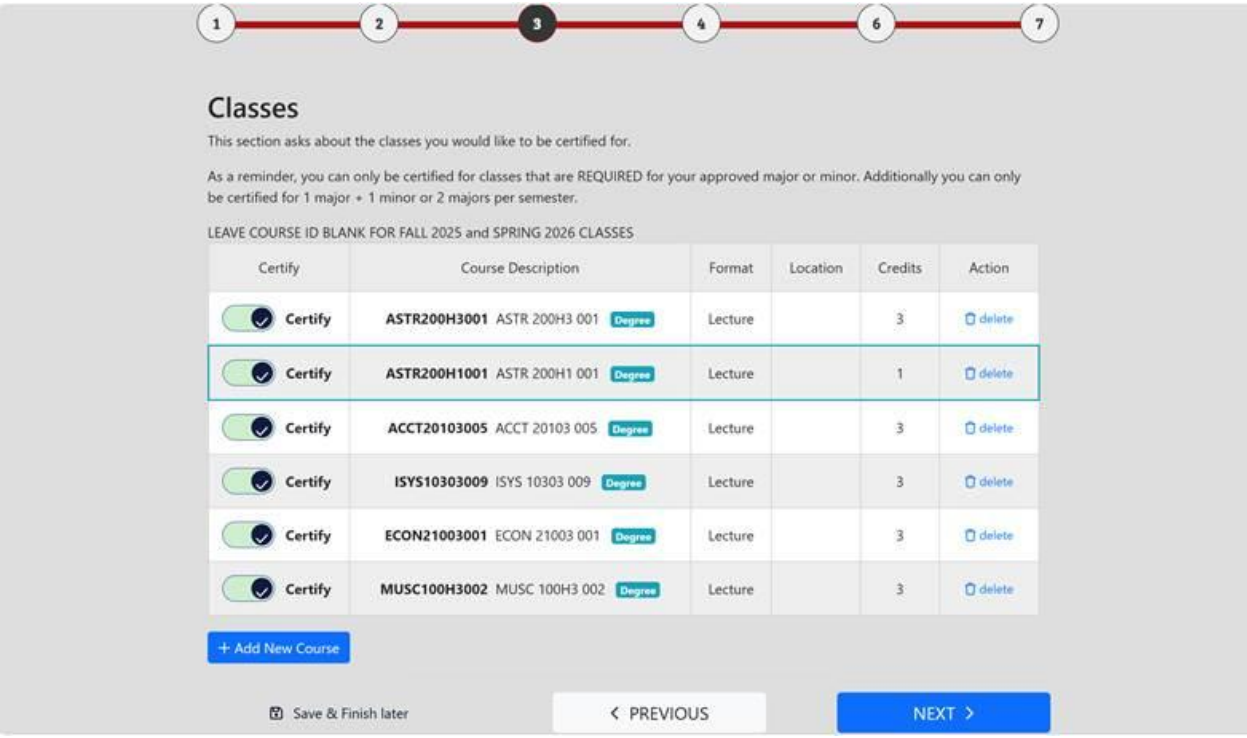
- The first and most important thing is that you choose the **right term**. Not sure what term you need to complete? Email vaworks@uark.edu and we can tell you!
    - **The certification process is different for Spring 2026 terms and before – please skip to page 11 for directions on completing a back claim.**
    - If you have multiple terms, 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, you will need top open the course details in Workday to find the exact dates of that mini term and then search for those dates in the term dropdown. Or you can 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.
- Make sure you **double check which benefit you are using**. Some of you change between terms and this is very important because if you do not change it here, we will have to delete it and start over.
    - This is auto-populating from your initial registration form so make sure you email us at vaworks@uark.edu to let us know you have switched benefits and send us your updated COE.

Page Two: Benefits (Page one is just the welcome page)

- The **Veteran status field means YOUR status**, not your parent/spouse. If you choose the wrong answer, it won't show you all the right questions.
    - Branch is whatever affiliation you or your parent/spouse has.
- Question 4: this means have you completed the FAFSA.
- Question 5 is about residency – you should choose Yes if you are an Arkansas resident OR if we have already reclassified you as in-state for tuition purposes. This usually happens during your Phase 1 meeting.

Page 3: Classes (This is for Summer/Fall 2026 and after. Please skip to page 11 for Spring 2026 and before).

- These are your classes according to Workday (as of the day before because it syncs overnight).
- If you registered for a class, then dropped it or chose another section, the original class will show up in this list. **Just toggle off the ones you are no longer enrolled in!**
  - If you have a duplicate class that has a section number that starts with a D or L (D001, L021, etc), you can toggle off that item as we will keep the corresponding lecture section.
  - Do not worry that they all say lecture. We will know which classes are not on the backend. This will not impact your benefits.
  - Ignore the Degree tag. It is mostly accurate but not always.
  - *When you toggle classes off, you will still see them listed again on the confirmation page but don't worry, we can see the toggles on the back end!*
- Missing a class? Check to see if it is in a different term. If not, email us at vaworks@uark.edu.
- Here is an example of what this page will look like:



Page 4: Education Details

Graduation Date

- Type the month and year of your projected graduation date. Best guess is fine!

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 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 FIRST and that we have already reported to the VA. Otherwise this could impact your certification and pause your payments.

College

- This field is NOT for the University of Arkansas. This is the smaller entity within the UofA where your major is housed.
- 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 (do not worry about listing which college your grad major is in. We just need GRAD)
    - 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.

Page 6 (we don't know what happened to 5…)

- READ THESE CAREFULLY! **Even if you have read them before**. There is new info! There is so much information here and it could prevent you from creating a debt to the VA.
- The last question now asks for your cell number. We will use this to update you on your certification process as well as other important info from the center.

Other important information

Timing

For some context about the process, we do certify requests in the order they are received. Once we receive the request, the campus process is a multi-step process that can take 2-4 weeks depending on where you fall in the queue and the time of the semester. Also keep in mind that we will not process FALL certifications until June/July. For SPIRNG certifications, we will begin processing in November and then we will take a break for Thanksgiving week and the winter break so when calculating the 2-4 weeks, you will need to take these breaks into consideration. You will get an email once we certify you/send it off to the VA for their part of the process. And your status is available on VA Works, 24/7.

- If your status is **Certified**, 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 (fully) 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 you are Ch 33 and it says In Progress, this likely means you have been pre-certified and your book stipend and MHA have been processed. You can call the hotline to ask about this. But your tuition has not yet been certified.
- 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 we send it to the VA, it can be another 2-4 weeks depending on their timeline. Unfortunately, once we send it off, we are not privy to that information. You will get an email when we certify you. We recommend waiting 1-2 days after that and then you can call the VA Education Hotline to get an update on your payment amounts and the timeline for those payments.

- If you are using Ch 33, remember you are certified TWICE. The first time is sent to the VA and will trigger your book stipend and housing allowance. Then after the 11th day of classes, we will certify you again for your tuition and fees. This one is also sent to the Treasurer's office to put an estimated deferred payment on your student account, so you do not get late fees while we wait on the VA payment.
- Also remember Ch 35 students now also need to verify their enrollment monthly. You can read more here: https://www.va.gov/resources/verify-school-enrollment-for-dea-benefits/

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.
- You can find a screenshot walkthrough of this HERE.

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, Caroline, Mason) 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.
    - Ch 31 counselors for example ARE employees of the VA so they will contact you with a va.gov email.
- 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.**
    - **Payment plans are the best option for those using ch 35 as you are not federally protected from late fees if your stipend is delayed. If you have a payment plan, you can "pay what you can" by each deadline and you will not incur a late fee or have a registration hold as long as you are settled up by the end of the semester.**
- 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.

If you have questions or need assistance, please reach out to our office.

vaworks@uark.edu OR vmsc@uark.edu OR 479-575-8742

The Certification Request Form

(Back claims prior to Fall 2025)

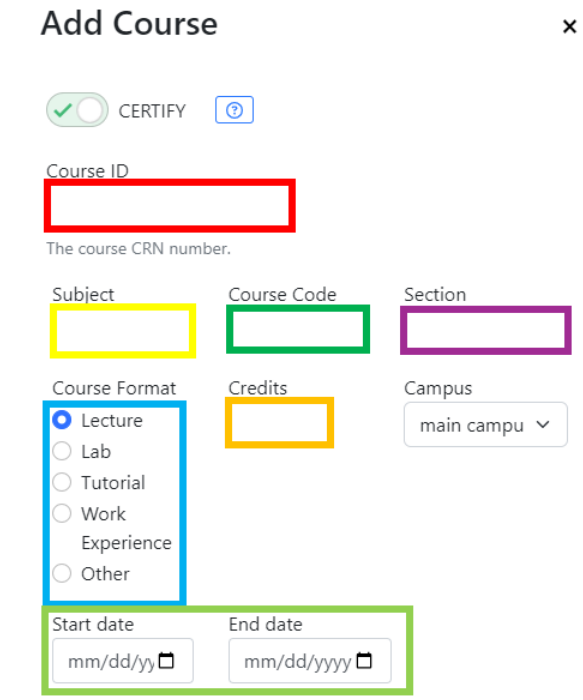
Pages 1 and 2 are the same as above.

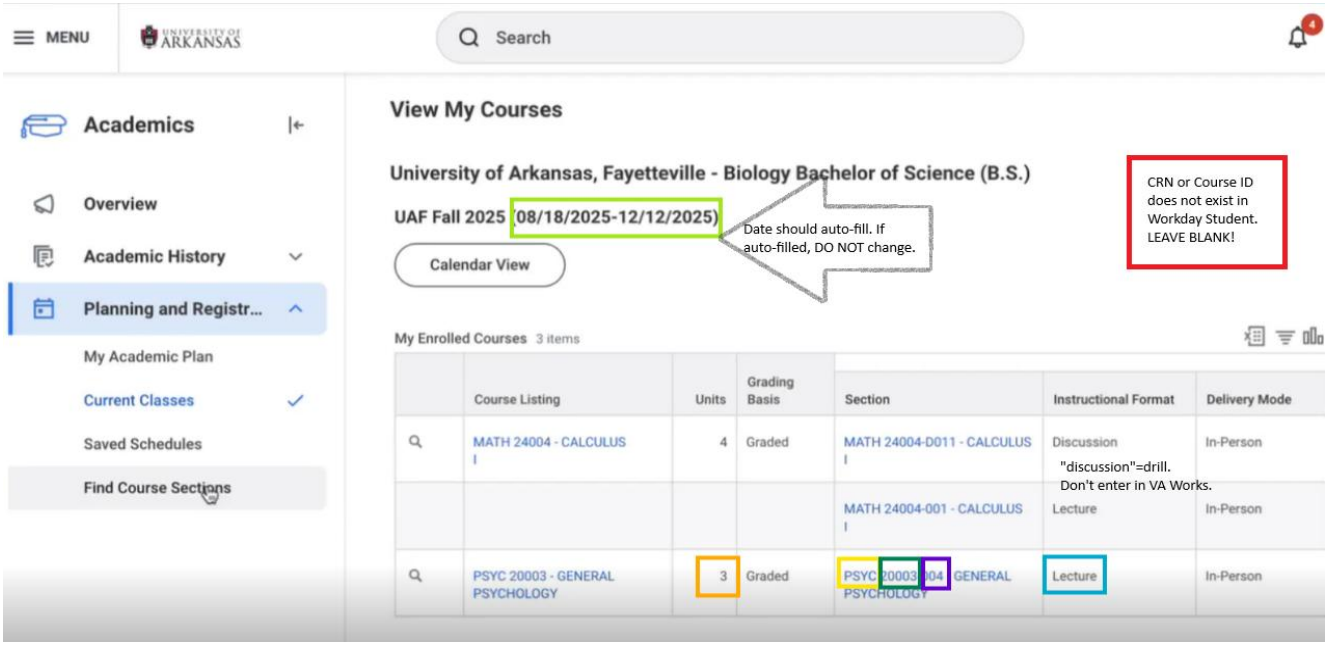
- If a term says DO NOT USE, please do not use it even if the dates match.
- Email vaworks@uark.edu if you are unsure which term to use.

Page 3: Classes

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.


Add Course
CERTIFY
Course ID
The course CRN number.
Subject
Course Code
Section
Course Format
Lecture
Lab
Tutorial
Work Experience
Other
Credits
Campus
main campu
Start date
mm/dd/yy
End date
mm/dd/yyyy


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