

## EdAssist, the university's Tuition Benefit Program administrator, upgraded site coming soon

EdAssist, the university's Tuition Benefit Program administrator, is being upgraded and will feature a fresh, new design that is more intuitive than the previous version. The new platform will also provide easier access to track your application status and feature step-by-step guidance through the application process. EdAssist is also excited to announce a new live chat feature, which will be available between 8 am and 3 pm CST for anyone needing immediate assistance. Vanderbilt's [Tuition Benefit Programs website](#) will be updated with refreshed tutorials and instructions on how to navigate the upgraded system when the upgrade goes live in August.

If you have used the EdAssist portal in the past, all your previous or current applications will be automatically carried over to the new system.

***Please know the policy and process of applying for or approving Tuition Assistance has not changed. Here are some key reminders about the policy and process:***

1. DUO Multi-Factor Authentication is now required to access EdAssist. Instructions and a link to enroll are available [here](#). If you require assistance installing DUO MFA, please contact the [VUIT Help Desk](#).
2. Faculty and staff may apply online through EdAssist starting **90 days prior** to each class start date. The deadline to submit an application is **30 days after** each class start date.
3. Faculty and staff applying for dependent tuition, will still receive a Letter of Credit (LOC) once the application has been approved. After signing and dating the LOC, faculty and staff will need to provide the LOC to their dependent's institution.

If you have any questions, you can reach out to EdAssist through their virtual helpdesk ticket within the system, by submitting comments on your application itself, or by calling 844-266-1532, Monday – Friday, 7:00 a.m. – 7:00 p.m. CST.