

Getting Started Guide

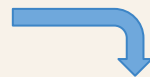
June 2025

Welcome to Guild!

We're proud to partner with Deaconess and provide access to 100% tuition-free programs, tuition reimbursement options, and student loan support for eligible employees. To get started, follow these steps:

Where to find the URL

You can create an account by visiting
deaconess.guildeducation.com



How it works

Explore programs

Log in

Create account

Gain new skills on your own terms with
tuition-free education.

You have options — and that means opportunity. A brighter future is
yours with access to 100% tuition-free programs.*

Get started today

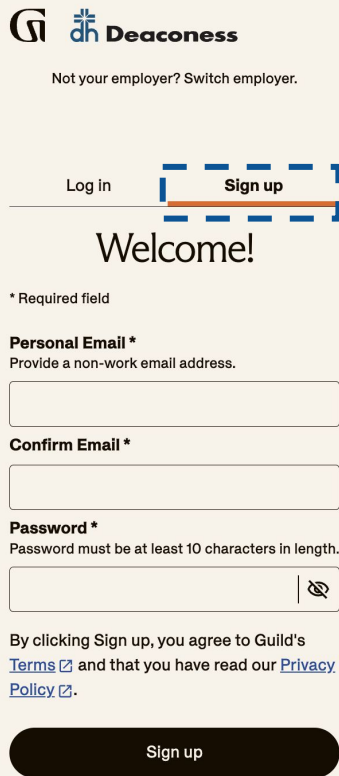


How to set up an account:

1. Account Creation

Please navigate to the “**Sign Up**” page to create an account

Input a non-work email address and a password of at least 10 characters



The screenshot shows the Deaconess login and sign-up page. At the top is the Deaconess logo. Below it is a link: "Not your employer? Switch employer." There are two buttons: "Log in" and "Sign up". The "Sign up" button is highlighted with a dashed blue border and an orange underline. Below the buttons is the word "Welcome!". A note indicates "* Required field". There are three required fields: "Personal Email *" with the instruction "Provide a non-work email address.", "Confirm Email *" and "Password *" with the instruction "Password must be at least 10 characters in length." Each field has a text input box. The password box has a toggle icon for visibility. At the bottom, there is a checkbox for agreeing to the Terms and Privacy Policy, followed by a large black "Sign up" button.

Not your employer? Switch employer.

Log in Sign up

Welcome!

* Required field

Personal Email *
Provide a non-work email address.

Confirm Email *

Password *
Password must be at least 10 characters in length.

By clicking Sign up, you agree to Guild's [Terms](#) and that you have read our [Privacy Policy](#).

Sign up

2. Account Verification

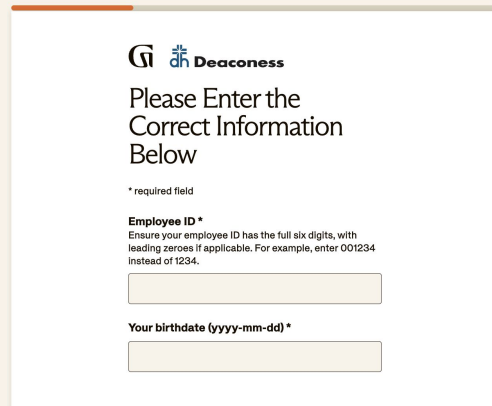
Once you create an account, you will need to verify the following information:

1

Employee ID

2

Date of Birth



The screenshot shows the Deaconess account verification page. At the top is the Deaconess logo. Below it is the heading "Please Enter the Correct Information Below". A note indicates "* required field". There are two required fields: "Employee ID *" with the instruction "Ensure your employee ID has the full six digits, with leading zeroes if applicable. For example, enter 001234 instead of 1234." and "Your birthdate (yyyy-mm-dd) *". Each field has a text input box.

Deaconess

Please Enter the Correct Information Below

* required field

Employee ID *
Ensure your employee ID has the full six digits, with leading zeroes if applicable. For example, enter 001234 instead of 1234.

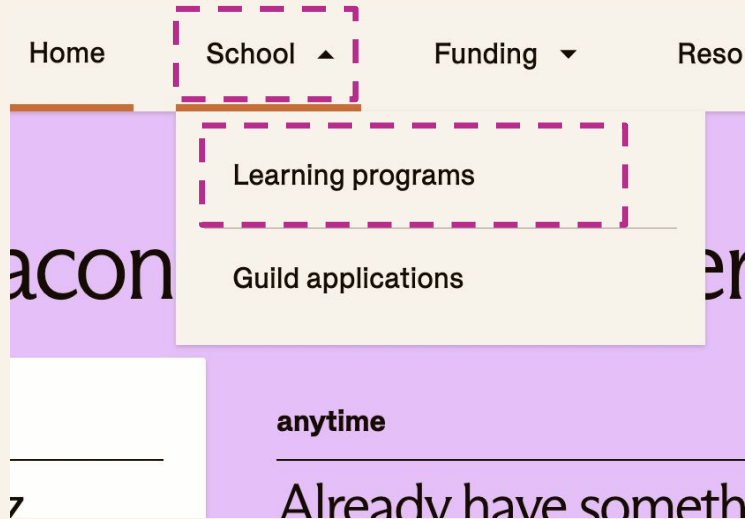
Your birthdate (yyyy-mm-dd) *

Where to go next

Once you've set up your account, you will be able to access the Deaconess / Guild platform. Based on the program you're looking for, navigate to the following pages:

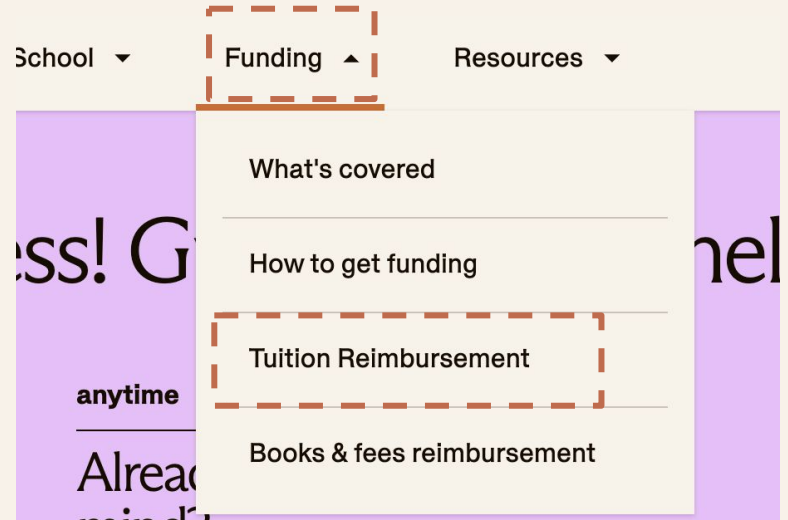
* For Tuition Assistance *

Explore available learning programs eligible for upfront tuition payment within your education benefits portal.



* For Tuition Reimbursement *

View and access other funding options on your education benefits portal for more information & next steps.



Accessing student loan support

From your Guild account homepage, **scroll down to the bottom-right** to access Candidly

The image shows a sequence of steps to access student loan support. On the left, a banner titled "Student loan support" is highlighted with a dashed orange border. It contains the text "Guild is partnering with Candidly to help you manage your student debt." and two buttons: "Learn more" and "Go to Candidly" with an external link icon. A line connects the "Go to Candidly" button to a modal on the right. The modal is titled "Crush your student loan debt" and contains introductory text about the partnership. It also features a blue box with a prompt for currently attending students to explore tuition reimbursement. At the bottom right of the modal, the "Go to Candidly" button is again highlighted with a dashed orange border.

Student loan support

Guild is partnering with Candidly to help you manage your student debt.

[Learn more](#) [Go to Candidly](#)

Crush your student loan debt

Whether you finished a degree or just took a few courses, old student loan debt can really hold you back. Your education benefit gives you access to free Candidly tools that can help you save on student loan payments.

candidly

Guild is partnering with Candidly, an industry leader in helping people like you pay off their student loans and unblock their future.

Already attending school?
Guild can help you get reimbursed for a program you're currently enrolled in.
[Explore tuition reimbursement](#)

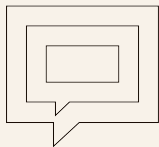
[Go to Candidly](#)

Follow the prompts in Candidly to input your loan details and access the resources available to you

Guild terminology

Tuition Assistance (TA) or Guild Learning Marketplace	Curated catalog of programs based on Deaconess' business-aligned priorities in Guild's Learning Marketplace catalog where tuition payments are made directly to the school
Payment Network	Refers to all other payment options outside of Guild's Learning Marketplace (i.e. Tuition Reimbursement, Professional Expenses Reimbursement)
Tuition Reimbursement (TR)	Available for employees attending an accredited institution outside of Guild's Learning Marketplace in which a learner pays the school directly and is reimbursed via payroll after a 2-step reimbursement process
Student Loan Optimization (SLO)	Student Loan Optimization: Eligible employees can access tools and coaching services in the Candidly platform intended to help employees more effectively manage existing student loan debt
Student Loan Repayment (SLR)	Student Loan Repayment: Eligible employees in high priority roles can receive monthly student loan repayment installments from Deaconess administered by Candidly, in addition to SLO tools outlined above

I need help! How do I get support?



Chat

**Live Chat on the
Guild platform**

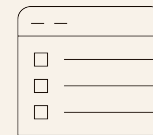
Use Case: Best for quick answers on things like logging in, account set up, policy etc.



Call

**Call Guild's toll-free number at
1-800-985-4027**

Use Case: Best for more detailed guidance such as funding limits, process clarification, navigating programs & funding options, etc



Submit Ticket

**Support ticket via
Guild's Help Center**

Use Case: Best for questions on your specific use case such as your current program coverage or payment questions

*Note: Guild's hours of operation are 8am to 8pm Central Time Monday through Friday**

**subject to change on holidays*