



INTEGRATED PERSONNEL AND PAY SYSTEM - ARMY

# Customer Support Resources

IPPS-A is the Army's new digital solution for human resources (HR) and talent management, and it is going to save you a trip to the S1 shop!

## Welcome to IPPS-A!

You will now be able to request leave, submit record updates, certify promotion points, view assignment orders and much more on your mobile device!

We are here to help you through this monumental transformation in the way the Army does HR! To make the process easier for you, we built robust customer support resources.

These resources assist every user to fully utilize IPPS-A's enhanced, modern capabilities.

All users can access training in the system!



Helpful videos are also available on YouTube and S1Net!



**Self-Service User Login:** <https://my.ippsa.army.mil>

**Elevated User Login:** <https://hr.ippsa.army.mil>

**Visit:** <https://ipps-a.army.mil/Customer-Support/>

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## Where Can Users Get Help?

### → REVIEW USER MANUAL AND SELF-SERVICE GUIDE

1. Login to IPPS-A.
2. Click Action menu in the upper right corner, →  select "Help," and uncheck "Applicable."
3. Find and click the appropriate resources.

*NOTE: You can also download resources from S1Net.*

*<https://www.milsuite.mil/book/community/spaces/apf/s1net/ippa-a/overview>*



### → UTILIZE THE ONLINE/MOBILE HELP CENTER

1. Login to IPPS-A.
2. Click the "IPPS-A Help Center" tile.
  - 2a. For FAQs, enter a keyword into the top search field.
  - 2b. To create a help ticket (known as a case), click on "Create a Case."



### → CONTACT THE IPPS-A HELP DESK

Toll Free: 1-844-HR-IPPS-A (1-844-474-7772)

Email: [usarmy.belvoir.peo-enterprise.mbx.ippa-a-help-desk@army.mil](mailto:usarmy.belvoir.peo-enterprise.mbx.ippa-a-help-desk@army.mil)



### → JOIN THE FACEBOOK GROUP

1. Go to Facebook and search for IPPS-A Group.  
*<https://www.facebook.com/groups/875398305999928>*
2. Answer the required membership questions.
3. Once a member, enter a keyword into the search field or post a question for peer-to-peer support.
4. Review and share helpful products in the files tab.



**For more #IPPSA:**  [Facebook.com/armyippa](https://www.facebook.com/armyippa)

 [Instagram.com/usarmy\\_ippa](https://www.instagram.com/usarmy_ippa)

 [X.com/IPPSArmy](https://www.x.com/IPPSArmy)

 [LinkedIn.com/company/ippa-a/](https://www.linkedin.com/company/ippa-a/)

 [YouTube.com/c/IPPSA](https://www.youtube.com/c/IPPSA)

 [ippa-a.army.mil](https://www.ippa-a.army.mil)

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