

IPPS-A Help Resources

Search Frequently Asked Questions (FAQs) and create/check Customer Relationship Management (CRM) Cases

Where to Go

1. Log into the system:
<https://hr.ippsa.army.mil/>
2. Click on the **Help & Training** tile;
Click the **IPPS-A Help Center** tile.
3. Under **Search For Answers**, type in keyword(s) and click arrow button to search for answers to your question.
4. For the **Top Answers**, click the links listed.
5. For the most **Frequently Asked Questions**, click links listed.
6. To check the status of your Customer Relationship Cases (CRM) Case, click the **My Cases** tile.
7. To create a new CRM Case, click the **Create Case** tile.

The screenshot shows the IPPS-A Help Center interface. At the top, there are two tiles: 'Help & Training' (1) and 'IPPS-A Help Center' (2). Below these is the 'Search For Answers' section (3) with a search bar and a search button. Underneath is a 'Top Answers' section (4) listing several articles. To the right is a 'Frequently Asked Questions' section (5) with a list of questions and a 'View All' link. At the bottom, there are two tiles: 'My Cases' (6) and 'Create Case' (7).

IPPS-A Help Desk via phone and email

For technical assistance accessing the system online, review access tips at <https://ipps-a.army.mil/contact/> or contact the Help Desk.

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

✉️ usarmy.belvoir.cpe-es2.mbx.ipps-a-help-desk@army.mil

🕒 Hours: Daily from 7 a.m. ET to 7 p.m. ET
Leave a voicemail after hours for follow up the next business day.

IPPS-A Facebook Group

Join the Group for Peer-to-Peer Support.

📘 Search answers and connect with the community at <https://www.facebook.com/groups/875398305999928>

For more information

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

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