

# 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' (with a question mark icon) and 'IPPS-A Help Center' (with a person at a desk icon). Below these is a 'Search For Answers' section with a search bar and a search button. To the right is a 'Frequently Asked Questions' section with several questions and links. At the bottom, there are two tiles: 'My Cases' (with a list icon) and 'Create Case' (with a list icon and a plus sign). Red numbered callouts (1-7) point to specific elements in the interface as described in the list.

## IPPS-A Help Desk via phone and email

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

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

✉ [ippsa.helpcenter@army.mil](mailto:ippsa.helpcenter@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/87539830599928>

## For more information

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

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