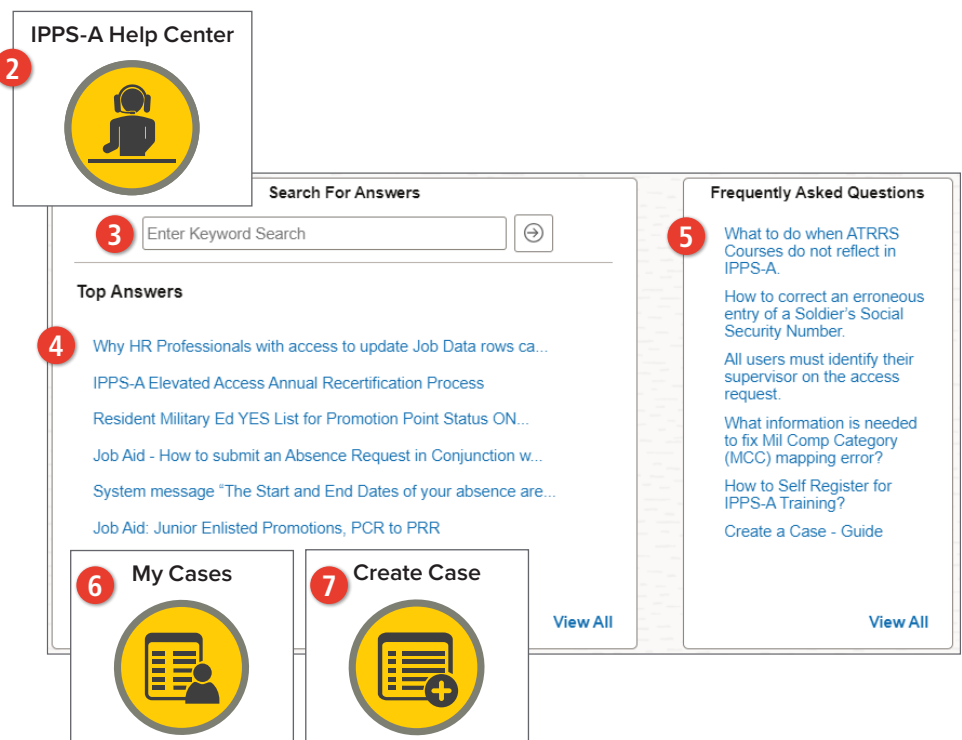


# IPPS-A Help Resources

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 **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.



**IPPS-A Help Center**

**2**

**Search For Answers**

**3** Enter Keyword Search

**Top Answers**

**4**

- Why HR Professionals with access to update Job Data rows ca...
- IPPS-A Elevated Access Annual Recertification Process
- Resident Military Ed YES List for Promotion Point Status ON...
- Job Aid - How to submit an Absence Request in Conjunction w...
- System message "The Start and End Dates of your absence are...
- Job Aid: Junior Enlisted Promotions, PCR to PRR

**6** **My Cases**

**7** **Create Case**

**Frequently Asked Questions**

**5**

- What to do when ATRRS Courses do not reflect in IPPS-A.
- How to correct an erroneous entry of a Soldier's Social Security Number.
- All users must identify their supervisor on the access request.
- What information is needed to fix Mil Comp Category (MCC) mapping error?
- How to Self Register for IPPS-A Training?
- Create a Case - Guide

[View All](#) [View All](#)

## 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) or 502-613-7777

✉ usarmy.belvoir.peo-eis.mbx.ippsa-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/87539830599928>

## For more information

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