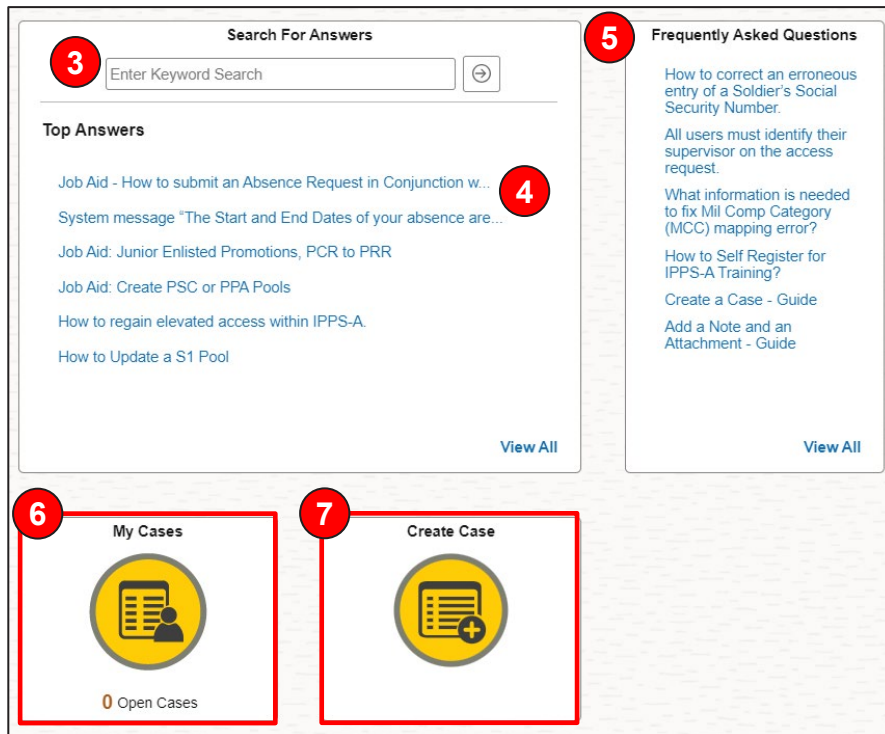
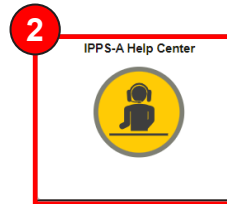


IPPS-A Help Center Tile

BLUF

Within the Help Center tile, users can search FAQs and check/create CRM Cases.

- 1) Log into the system: <https://hr.ippsa.army.mil/>
- 2) Click on the IPPS-A Help Center tile

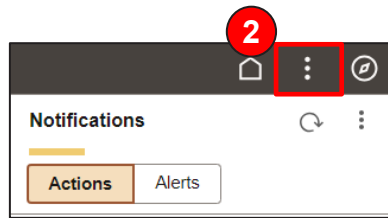


- 3) Under “Search For Answers,” type in keyword(s) and click arrow button to search for answers to your question
- 4) For the “Top Answers,” click the links listed
- 5) For for the most “Frequently Asked Questions,” click links listed
- 6) To check the status of your Customer Relationship Cases (CRM) Case, click the “My Cases” tile
- 7) To create a new CRM Case, click the “Create Case” tile

IPPS-A Actions Menu

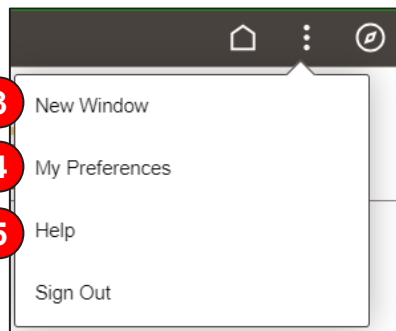
BLUF

Within the Actions Menu, users can open a new window, change preferences, and access help resources to include manuals, job aids, and UPKs.



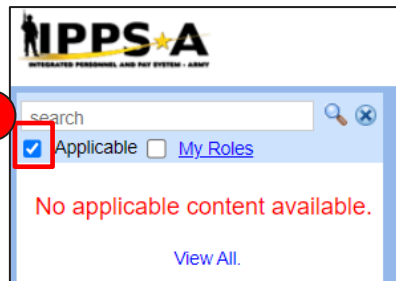
1) Log into the system:
<https://hr.ippsa.army.mil/>

2) Click on three dots : (known as the Actions Menu) at the top right of the page above Notifications



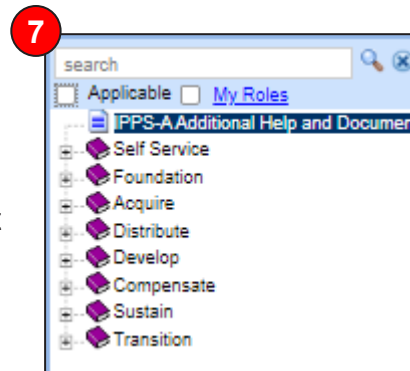
3) To open an additional IPPS-A window, click “New Window”

4) To edit your Preferences, click “My Preferences” for settings, messages, navigation personalization, and notifications



5) For links to manuals, job aids, user productivity kits (UPKs), and training environment schedules, click “Help”

6) Uncheck the “Applicable” box



7) Menu on the left side of page contains all Training UPKs in a searchable library

*Select + symbol to find desired subjects



8) Also available on this page are resource hyperlinks such as:

- User Manual
- CRM Manual
- MPD SmartBook
- Self Service Guide
- And much more