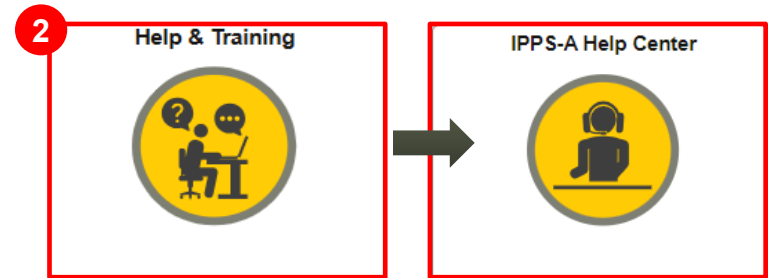


# IPPS-A Help Center Tile

BLUF

Within the Help & Training tile, Members can select the Help Center tile. The Help Center tile gives users the ability to search FAQs and create/check CRM Cases.

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



The screenshot shows the IPPS-A Help Center interface. It is divided into several sections:

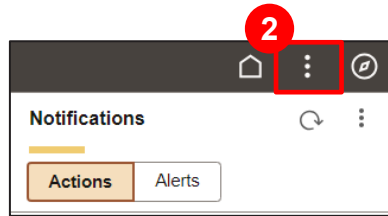
- Search For Answers:** A search bar with a red circle '3' next to it. Below it, a section titled 'Top Answers' with a red circle '4' next to it, listing several links.
- Frequently Asked Questions:** A section with a red circle '5' next to it, listing several questions and links.
- My Cases:** A tile with a red circle '6' next to it, showing a person icon and '0 Open Cases'.
- Create Case:** A tile with a red circle '7' next to it, showing a document icon with a plus sign.

- 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 Actions Menu

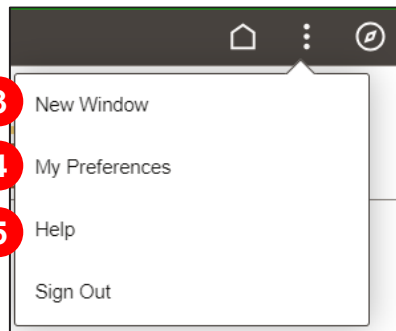
BLUF

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

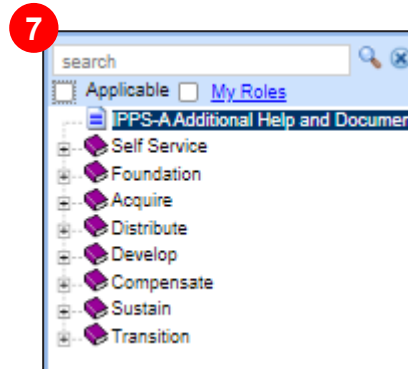
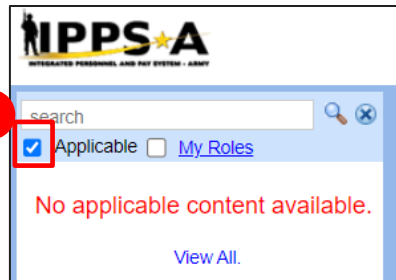


3) To open an additional IPPS-A window, click “New Window”

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

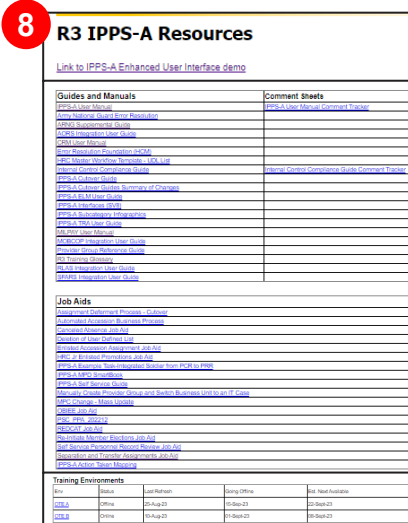
5) For links to manuals, job aids, user productivity kits (UPKs), and training environment schedules/links, click “Help”

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