

IPPS-A IS YOUR SYSTEM!

IPPS-A delivers support to Senior Leaders, HR Professionals, and Soldiers in the digital space and enables quick and efficient resolution to Soldier issues for a positive impact on morale, retention, and readiness.

Providing Commanders and Leaders with the necessary tools to support Soldiers

IPPS-A's Customer Relationship Management (CRM) tool supplies Commanders with new insights into the overall health and readiness of their formations.

To enable Commanders to make timely, data-driven decisions to resolve issues before they impact readiness, IPPS-A delivers in-depth metrics on:

- Personnel and Pay/Benefits related problems Soldiers are encountering
- Timeliness of action by HR Professionals

Improving the Soldier HR experience with transparency and accountability

Before IPPS-A, Soldiers were unnecessarily stressed and burdened to schedule, travel to, and wait for appointments with their S1 and finance shops during office hours.

Now, with IPPS-A, a Soldier submits a case from anywhere with their personal mobile device, at any time, through an easy-to-use app. Getting Soldiers back to what they do best, completing their mission.

User Feedback Matters

With IPPS-A, all users have the power to provide feedback to drive change in the system. IPPS-A is your system, and your input is going to make it better! Feedback through the CRM Enhancement Request process is working, and enhancements are being made to accommodate Soldier requirements.





IPPS-A

INTEGRATED PERSONNEL AND PAY SYSTEM - ARMY


SELF-SERVICE USER LOGIN: <https://my.ippsa.army.mil>

ELEVATED USER LOGIN: <https://hr.ippsa.army.mil>



WHERE CAN USERS GET HELP?

→ REVIEW USER MANUAL AND SELF-SERVICE GUIDE

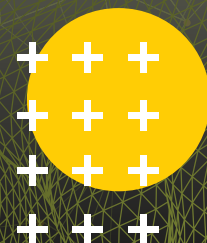
1. Login to IPPS-A.
2. Click Action menu  in the upper right corner and select “Help.”
3. You may need to uncheck the box next to “Applicable.”
4. Find and click the appropriate resources.

NOTE: You can also download resources from S1Net.

<https://www.milsuite.mil/book/community/spaces/apf/s1net/ipps-a/overview>

→ UTILIZE THE ONLINE/MOBILE HELP CENTER

1. Login to IPPS-A.
2. Click the “IPPS-A Help Center” tile.
- 2a. For FAQs, enter a keyword into the top search field.
- 2b. To create CRM case, click on “Create a Case.”
3. Check on status by clicking “My Cases.”



→ CONTACT THE IPPS-A HELP DESK

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

Email: usarmy.belvoir.peo-enterprise.mbx.ipps-a-help-desk@army.mil



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 <https://ipps-a.army.mil>

One Soldier ★ One Record ★ One Army

