

# 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.





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?

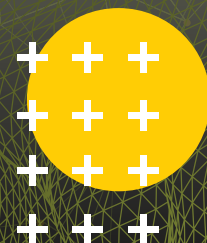
### → REVIEW USER MANUAL AND SELF-SERVICE GUIDE

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 IPPS-A Connect.*

### → UTILIZE THE ONLINE/MOBILE HELP CENTER

1. Login to IPPS-A.
2. Click on the Help & Training tile; 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: [ippsa.helpcenter@army.mil](mailto:ippsa.helpcenter@army.mil)



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 [YouTube.com/c/IPPSA](https://www.youtube.com/c/IPPSA)

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

One Soldier ★ One Record ★ One Army



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