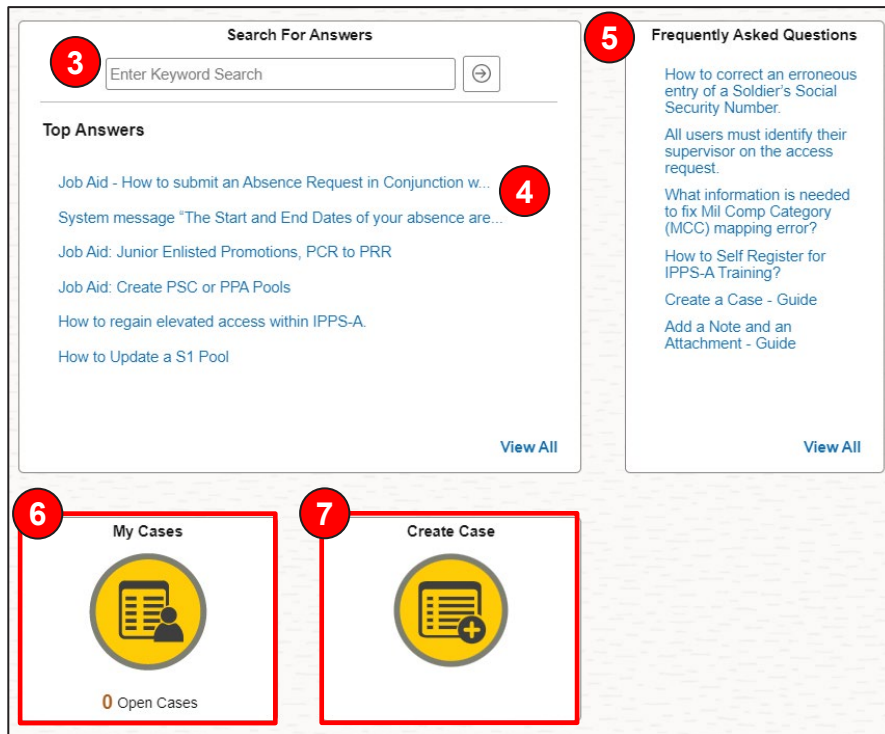
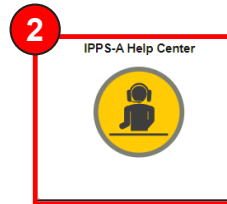


IPPS-A Help Center Tile

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

