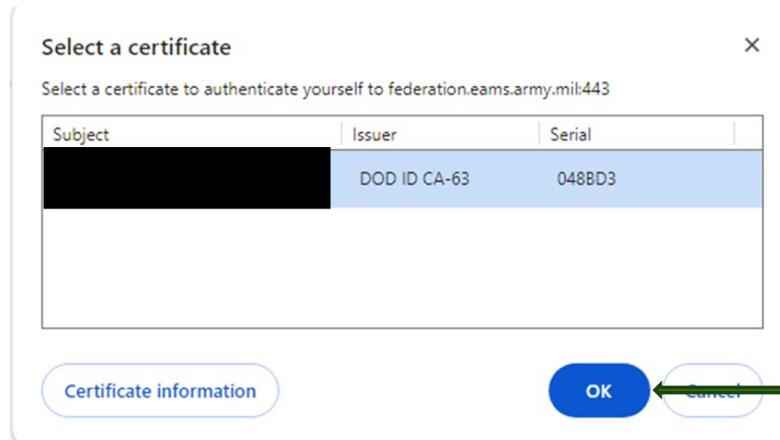
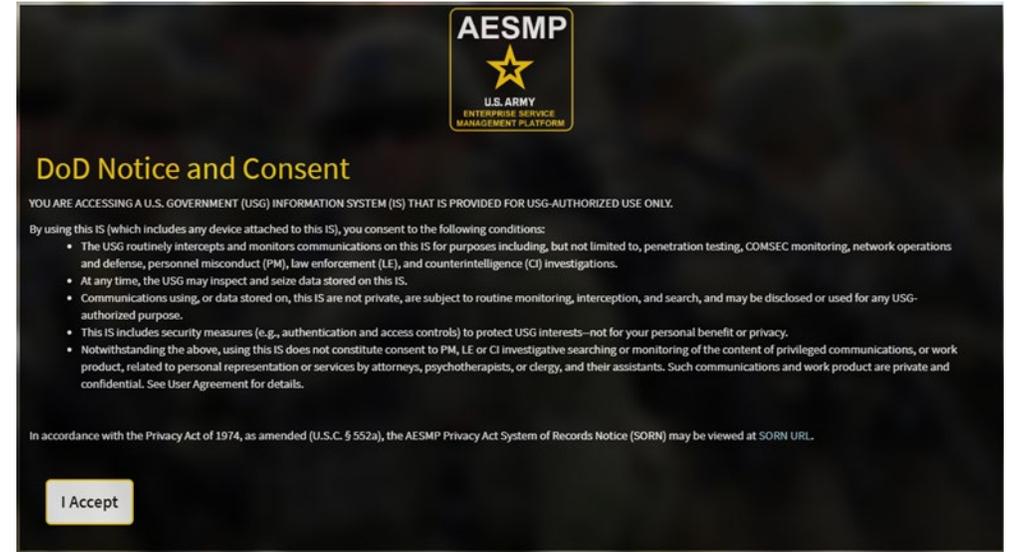


Help Ticket submission for CMDR Dashboard Access



← Located on your desktop or go to <https://www.aesmp.army.mil/csm>

Accept Consent →



← Select certificate



Find the answers you need when you need them

Video: AESMP Overview

AESMP User Guide

0:00

Average AESD Phone Wait Times

CONUS: 3 minutes
SIPR: 27 minutes 4 seconds
PAC: No Wait
Korea: No Wait

Data is refreshed every 5 minutes.

Virtual Agent

Click here to skip the phone queue to check ticket status, chat with an agent, or guided assistance submitting requests for AVD, AUDS, Teams, Email, ICAM EAMS-A, HYPORI, VCE, Yubikey, PADDs and more!

I Need...

Software? Hardware? AVD? Team and Email NIPR or SIPR Accounts? Mobility? System Access? Tokens? Or anything else you need to request, click here.

It's not working!

Computer or printer issues? Network problems? Something not functioning properly? Report it here.

How do I?

Search for DIY answers for your most common issues and questions.

Most Read Articles

AESMP Customer Support: How do I Create a Ticket to Request Assistance for Enterprise Services or Local NEC Support?
KB0011005 v22.0 • 270844 Views

Featured Articles

Army Enterprise AVD: How to Participate in the Army Enterprise AVD Infrastructure Program
KB0012955 v9.0 • 19377 Views

CAC: How to Update the Email Address on Your CAC

Announcements

Army Enterprise AVD Enrollment

My Surveys

Select "It's not working!"

AE SMP

Home > AESMP > All Army Users > It's not working!

Search Catalog **Leave blank**

It's not working!

Your Information

Request assistance with an issue you are having. A Case will be created and managed through to successful resolution. You will also be notified of progress.

*Requester Name
Loos, Zachary J CTR USARMY HRC (USA)

Duty Station/Duty Station UIC ⓘ
Start typing "*" (asterisk) PLUS your location, organization, or the closest IT support organization to you. For example, *Rock Island *Schofield *82D *Nashville *W059AA
Note: Not all UICs have dedicated support organizations.

Leave blank

This determines who will receive your ticket to work it in the system.
 Did you update the field above to show where you are PHYSICALLY located now?

Requester Email Address
zachary.j.loos.ctr@army.mil

Requester Phone Number
[Redacted]

This information will populate

*Requester Best Contact Number ⓘ
[Redacted] ★

*Please provide your Service Component Type
Army ★

Physical Location/Reserves FAC ID
Leave blank

Building
Leave blank

Room/Cubicle
Leave blank

Normal Business Hours
Leave blank

I am making this request for someone else

*Which Business Service do you need assistance with? ⓘ
Start typing "*" (asterisk) PLUS a Business Service to search.

HRC Application Support ★

Next

Input information wherever there is a star

Home > AESMP > All Army Users > It's not working!

Search Catalog

It's not working!

Specific Details

* Mandatory Fields

HRC Application Support - Case Options

HRC Application Support - Case

* Category
Transition Assistance Program XXI (TAP-XXI) ★

* Subcategory
Outage **This is the only option to select**

* Which Directorate do you belong to?
TAGD ★

Please describe your issue below

The more information you can provide here, the easier time the support organization will have in diagnosing and resolving your incident.

Disclaimer

Please do not disclose any unnecessary Personally Identifiable Information (PII) or any information that can be Classified.

- a. Requesting CMDRs Dashboard
- b. A365 Email –
- c. DODID –
- d. Requested UIC–
- e. Tentative Change of Command/Responsibility Date –

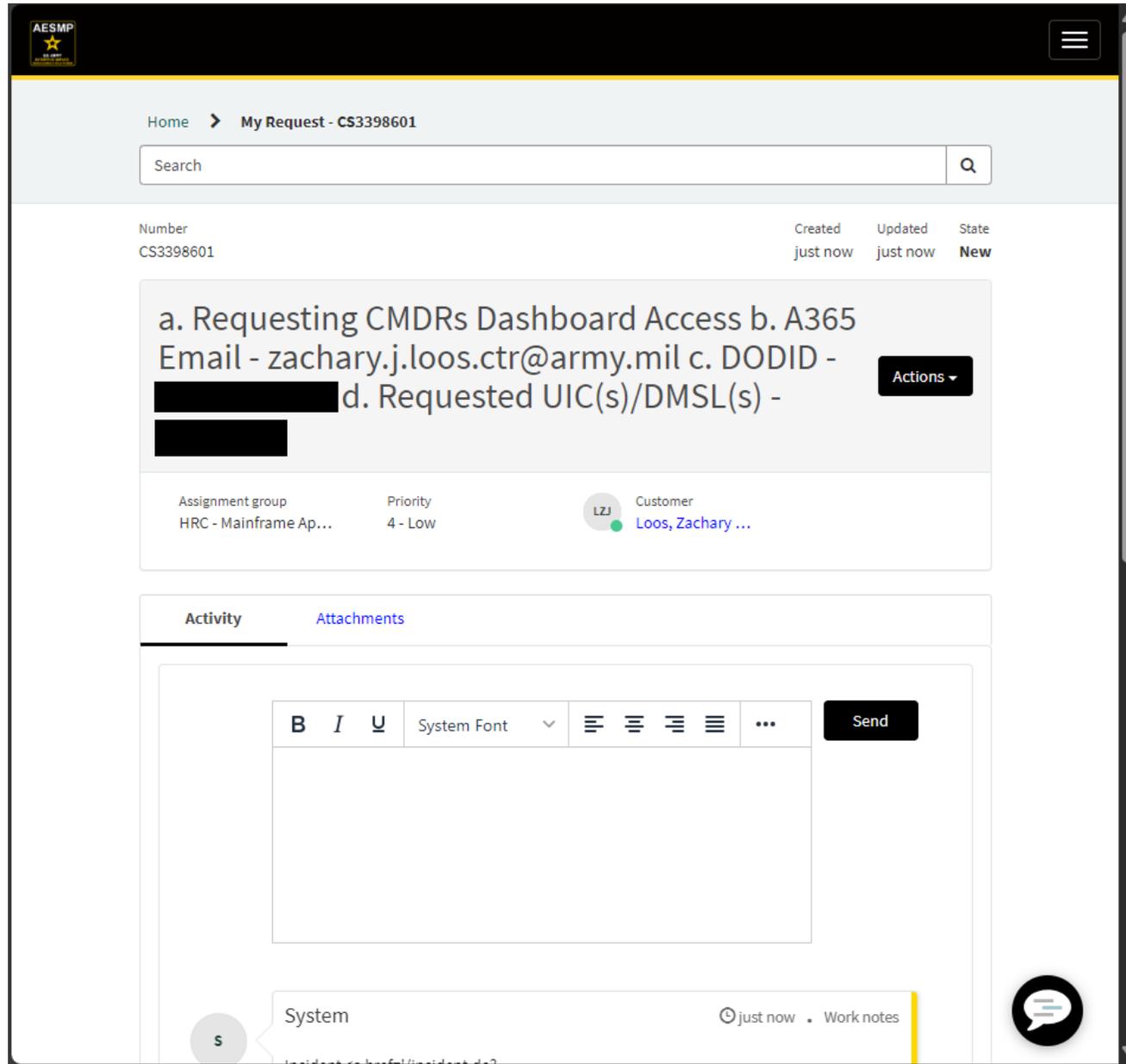
Only one UIC can be assigned. If multiple are needing to be monitored, please provide a higher level UIC.

* Comments:

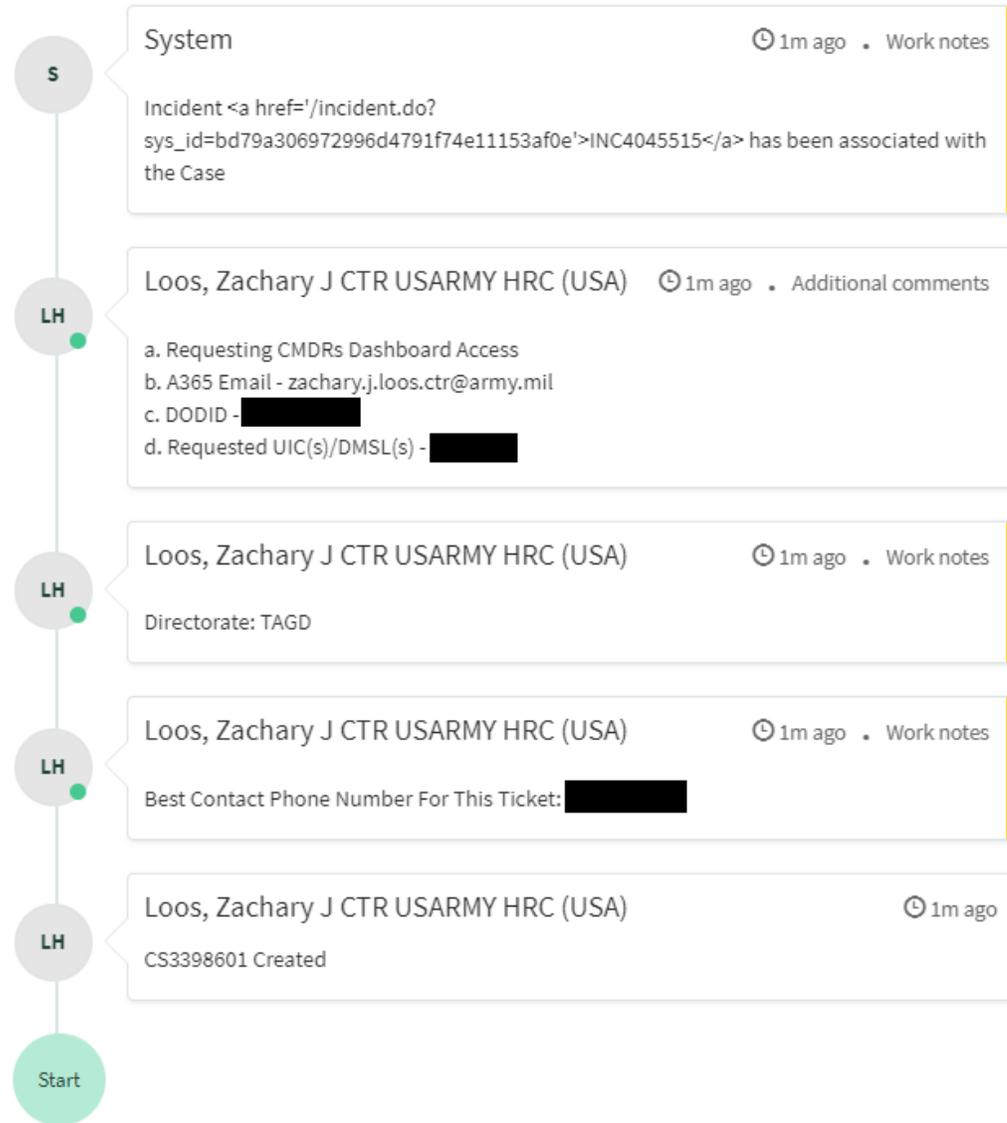
a. Requesting CMDRs Dashboard Access
 b. A365 Email - zachary.j.loos.ctr@army.mil
 c. DODID - [REDACTED]
 d. Requested UIC(s)/DMSL(s) - [REDACTED]

Add attachments

In comments section please be sure to include everything shown and hit submit. If everything is not included your request will be delayed.



Upon submission, you will receive this response for tracking.
Once the issue has been resolved you will receive an email letting you know issue is resolved.



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