<u>Group 2 Application assistance</u>

The Combined Arms Center Information Technology (IT) reps continue to monitor the share point and have determined these issues are on the local network and or sister service network applicants are applying from. We have several applicants across services, installations, and other government agencies that have not had issues and we are working with any that do to help resolve issues. The following are trouble shooting steps to address these issues as well as instructions for submitting a trouble ticket should these steps not work.

Step one: Do not click the link below! Instead **copy and paste** the link into your browser to avoid issues with the Menlo security system.

https://myaccess.microsoft.us/@armyeitaas.onmicrosoft.us#/access-packages/7939ae87-c22b-47fe-be6e-3749815f0725

Step two: If you are still having issues, the SharePoint Admin requests you submit a ticket to AESD (https://www.aesmp.army.mil/csm/). Step by step instructions are provided below.

Step three: We apologize for any issues you may have, once you have submitted a trouble ticket please email the SAMS Web email: usarmy.leavenworth.tradoc.mbx.armyu-cgsc-sams-web@army.mil with you ticket number and a screen shot of your issue so we can track and assist from our end as well.

1. Go to https://www.aesmp.army.mil/csm/ or click this button on your desktop: and then "Submit Ticket" on the app to open up the AESD service desk:

2. Submit a ticket by clicking "something is broken":
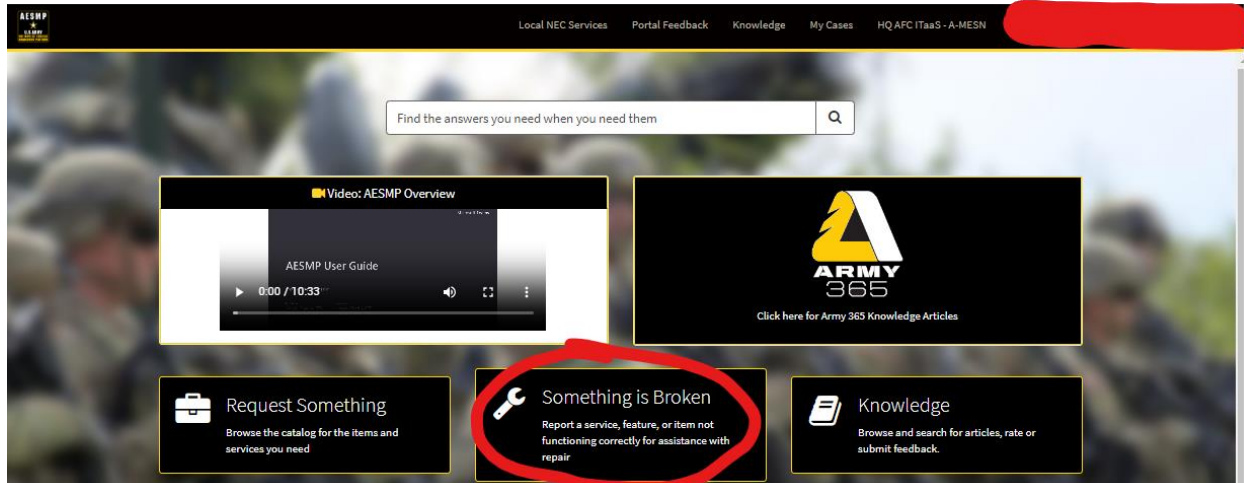
3. In the ticket, select "Army365" for the "Business Service," and then Sharepoint Online, and describe your issue accessing the site.