IPPS-A
INTEGRATED PERSONNEL AND PAY SYSTEM - ARMY

TRADOC / IPPS-A Mobile App Download & Installation Instruction Guide

Version 3.0

As of March 18, 2020

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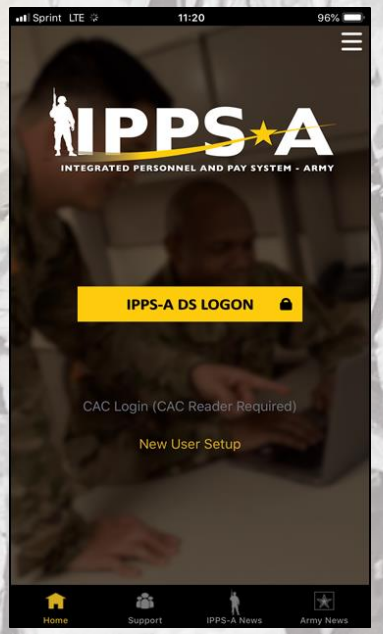

Purpose

- **Purpose is to provide instructions to:**
  - Download and install the TRADOC Application Gateway (TAG) on to a mobile device.
  - Download and install the IPPS-A App on to a mobile device using the TAG Application.

Agenda

- Mobile App Overview
- Minimum Device Requirements
- Future Download Locations
- Initial User Requirements
- iOS Download and Installation Instructions
- Android Download and Installation Instructions
- IPPS-A Mobile App Functional Features
- How to Provide Feedback

Mobile App Overview

- **The purpose of the IPPS-A mobile application (app) is to provide the IPPS-A users a convenient way of logging into IPPS-A self-service through DS Logon utilizing a smart phone or tablet.**
- **Additional capabilities within the app will include:**
  - Ability to download Thursby Subrosa app to in order to utilize logging in via CAC through EAMS-A to access IPPS-A full capability
    - User must have a Thursby CAC Reader connected to their device
  - Instructions and ability to install the DoD Root Certificate to establish secure connections to IPPS-A websites
  - Instructions for users to register their CAC with DMDC DS Logon
  - General Support Options
    - Call / Email IPPS-A Help Desk (General Inquiries only)
    - Visit IPPS-A Public Website and Shortcuts to Social Media Sites
    - IPPS-A 101 Briefing (PDF View)
  - IPPS-A News Feed Reader
  - U.S. Army News Feed Reader

Minimum Device Requirements

- **The IPPS-A Mobile App is only available for the following devices and operating systems (OS):**
  - Apple iPhones and iPads
    - iOS (10.0 or higher)
  - Android Based Phones and Tablets
    - Nougat (7.0 or higher)

- **Non-compatible devices include, but are not limited to:**
  - Laptops
  - Smart Watches
  - Smart TV’s

Initial User Requirements

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Initial Requirements

- **Users must first ensure they have established a DS Logon Account (Username and Password), and ensure their CAC is registered.**
  - This is required in order for a user to log into IPPS-A through DS Logon using only a username and password (no CAC).
  - To register a DS Logon account go to the following URL:
    - https://dmdc.osd.mil/identitymanagement/registration.do
- **Users must have an AKO username and password.**
  - This is required to log into the restricted area within the TAG App to search for and download the IPPS-A App. Passwords can be reset by logging into AKO and resetting them.
  - Go to:
    - https://www.us.army.mil
- **Once the user has completed both initial requirements, they should then proceed to follow the instructions to download the TAG and IPPS-A Application. Instructions are different for iOS and Android Devices.**
- **Users will not be able to log into IPPS-A or download the app if they are not provisioned to do so. All others will receive an "access denied" message until their State and/or Component is fielded.**

iOS Devices

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iOS - Download and Install TAG App (1 of 2)

- **Step 1: (If you previously installed the TAG app, you must reinstall it for the update. A notification should pop-up allowing you to do this when you open the app. If it doesn't work, delete the App and reinstall).**
  - Using your iOS mobile device and its Safari browser, go to the TRADOC App Gateway URL: https://public.tag.army.mil (if you receive a white-screen-of-death, make sure your Ad Blockers i.e., Purify, Crystal, etc., are turned off).

- **Step 2:**
  - Tap the 'Install DoD Root Certificate' button.
  - Within the Install Profile screen tap 'Install'.
  - Enter your mobile device's pin (if any).
  - Within the Warning screen tap 'Install.'
  - Install Profile – tap 'Install.'
  - Within the Profile Installed screen tap 'Done.'
  - (Finished loading the certificate).
  - (Return to the already opened TRADOC App Gateway page in your Safari browser).

iOS - Download and Install TAG App (2 of 2)

- **Step 3:**
  - Tap the ‘Install the TAG App’ button.
  - rdl.train.army.mil would like to install TRADOC App Gateway (TAG) iOS - tap ‘Install.’

- **Step 4:**
  - Return to your home screen. Once the TAG App is downloaded you will see a new TAG app with the Army star & shield logo). Before you click on the App Icon proceed to step 5.

- **Step 5:**
  - Select Settings – General - Profiles & Device Management.
  - Select Army Training Support Center.
  - Tap the Trust “Army Training Support Center” button.
  - Trust Distribution: Army Training Support Center Apps on this device - tap ‘Trust.’
  - Exit from Settings and go back to your home screen.

iOS - Download and Install IPPS-A App (1 of 2)

- **Step 1:**
  - On the home screen of your device, tap on the TAG icon.
  - Click on Settings in the upper right corner of the app.

- **Step 2:**
  - Click on Sign In.
  - Enter your AKO Username and Password to authenticate in.

- **Step 3:**
  - Once the lock icon changes to an unlocked icon, click on the products icon in the upper left corner of the screen.
  - In the search bar, type 'IPPS-A Launch Platform.'
  - Click on the IPPS-A app listed below.
    - The lock on the right side should be unlocked. If it is still locked, you may be required to sign back in to unlock it.

iOS - Download and Install IPPS-A App (2 of 2)

- **Step 4:**
  - Click on the install button.
  - Once the loading status indicator show 100% complete, a notice indicator will display with additional instructions.
    - Download time will vary depending on your connectivity/signal strength.
  - Click OK.
- **Step 5:**
  - Wait for the installation indictor to display and click install.
- **Step 6:**
  - Go to your home page. The IPPS-A icon should be displayed with the progress of the installation displayed within the icon.

*** When you open the app, you can disregard "New User Setup." This is only required if you don't have a DoD Root Certificate on your device. Because installing the DoD Root Certificate was required to download the TAG App, you can skip this step and go straight to using all of the features in the app.**

Android Devices

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Android - Download and Install TAG App (1 of 2)

- **Step 1: (If you previously installed the TAG app, you must reinstall it for the update. A notification should pop-up allowing you to do this when you open the app. If it doesn't work, delete the App and reinstall).**
  - Using your mobile device and native web browser, go to the TRADOC App Gateway URL: https://public.tag.army.mil (if you receive a white-screen-of-death, make sure your Ad Blockers i.e. Purify, Crystal, etc. are turned off).
- **Step 2:**
  - Tap the 'Download' button.
  - This will take the user to the Google Play Store.
  - Once the page loads, click the 'Install' Button.
- **Step 3:**
  - Once the app completes downloading, click the 'open' button.
  - The app will open and ask the user to deny or allow the TAG app to access photos, media and files on their device.
  - Click 'Allow.'
- **Step 4:**
  - The TAG app will open and load a list of available apps.
  - Scroll down the list to find IPPS-A Launch Platform (Android), once found click on the app name. There should be a lock next to it.

Android - Download and Install IPPS-A App (2 of 2)

- **Step 5:**
  - Click on the ‘install’ button.
  - This will prompt you to the sign in page.
  - User enters their AKO username and password to unlock the app.
  - Click on the ‘install’ button again.

- **Step 6:**
  - Click on the install button to begin downloading.
    - (Download time will vary depending on your connectivity/signal strength).
  - Once the loading status indicator show 100% complete, a notice indicator will display with additional instructions.
    - For security reasons you may be asked to adjust your device settings to allow unknown apps to be installed. Please follow your device instructions to ‘allow from this source.’
  - Click Install.

- **Step 7:**
  - Wait for the installation indictor to display ‘App Installed’, then click ‘open.’

- **Step 8:**
  - On the IPPS-A App Homepage click on the ‘New User Setup.’
  - Then click ‘Install Certificate.’
  - Enter your device identity pin.
    - (If your device does not have a pin, you must first establish one in order to install the root certificate.)
  - Enter the DoD Root Certificate name “dodrootcert3.”
  - Click ‘OK.’
  - App is ready to use, click back arrow to go to the homepage.

IPPS-A Mobile App
Functional Features

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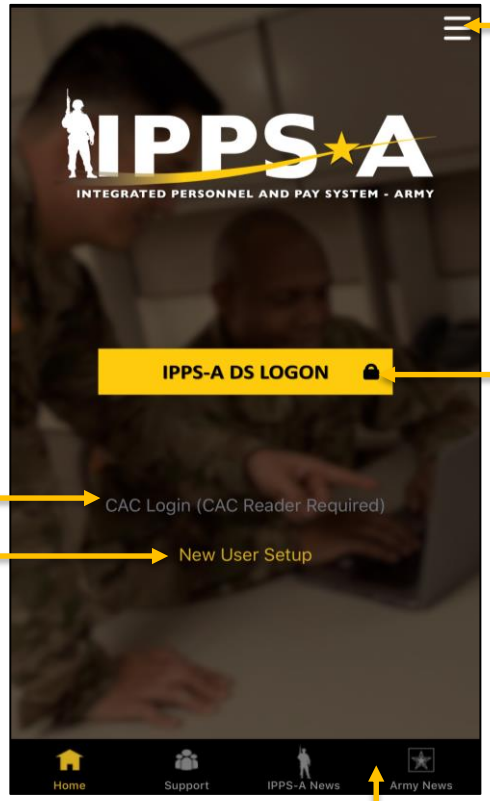
App Functional Features (1 of 4)

Text Button will allow user to access the IPPS-A CAC Login page if they have the Thursby Sub Rosa App on their device.

If the Thursby Subrosa App is not installed on their device, a user error box will display providing the user the following options:

- Close the Alert Box
- Download Sub Rosa App
- Copy the IPPS-A CAC Login URL



Side bar menu for administrative information

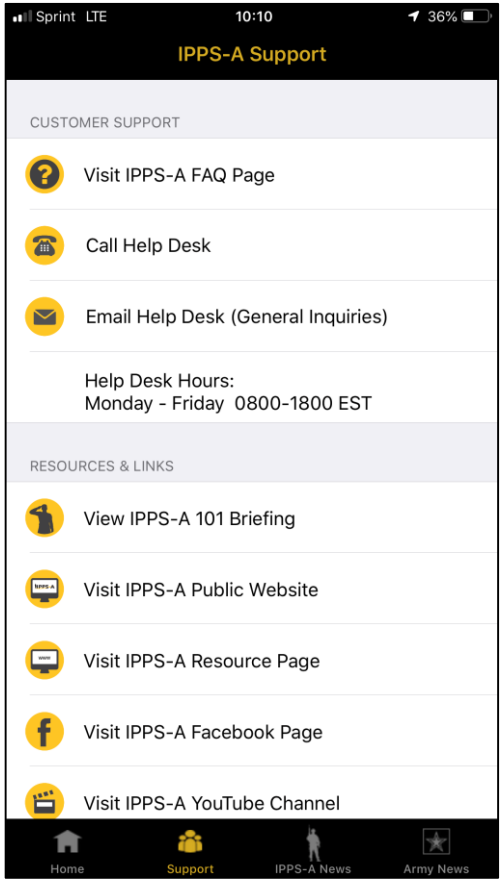
Button to access DMDC's IPPS-A DS LOGON PAGE

Text Button will take the user to a setup page that will:

- Allow them to download and install the DoD Root Certificate on their device
- Provide instructions on how to establish a DS Logon Account. Direct Links are provided to the user to access the DS Logon Registration webpage and a PDF document from DMDC with instructions with how to register.

Tab Bar to change views

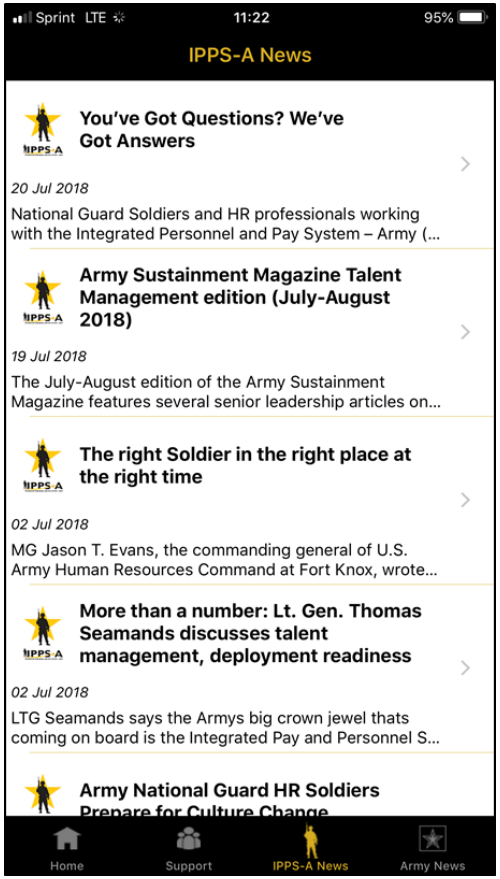
App Functional Features (2 of 4)



Functions on the App Support View will allow users to:

- **Visit various IPPS-A Webpages**
- **Access IPPS-A Social Media Pages**
- **Call the IPPS-A Help Desk**
- **Email the IPPS-A Help Desk for General Inquiries only. System support inquiries must be submitted through CRM when logged into IPPS-A.**
- **Access the IPPS-A 101 Brief (pdf)**

App Functional Features (3 of 4)



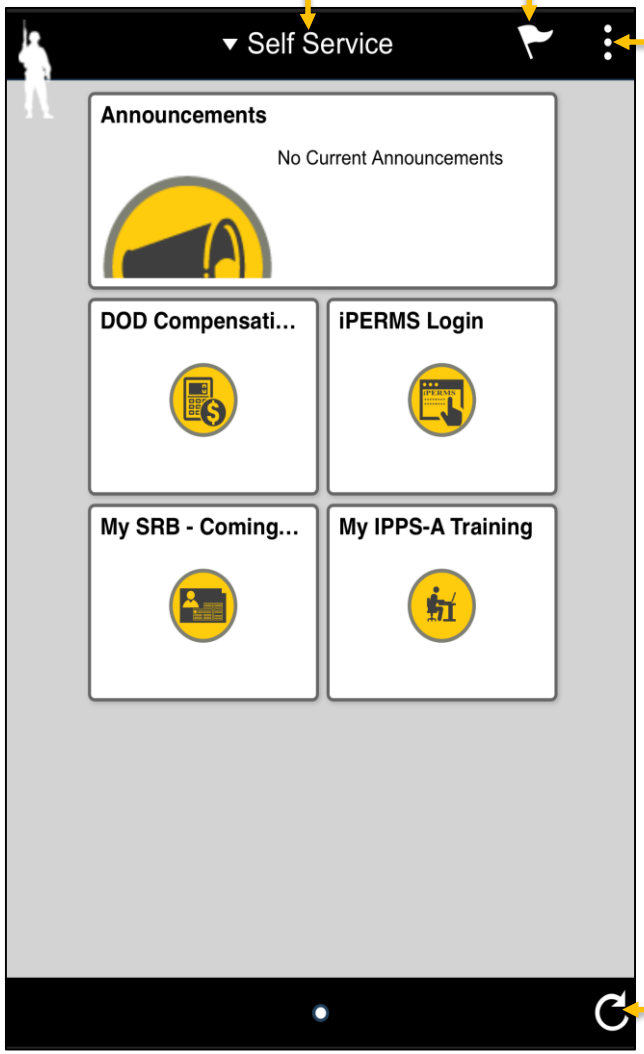
Functions on the App News Views will allow users to:

- **View the latest news updates from IPPS-A and the U.S. Army**
- **Each news update is a clickable link that will take the user directly to the full article**

App Functional Features (4 of 4)

Homepage Menu to switch roles. (Not available when authenticated through DS Logon)

Notification Flag



Actions List

Refresh the View

Provide Feedback on the App

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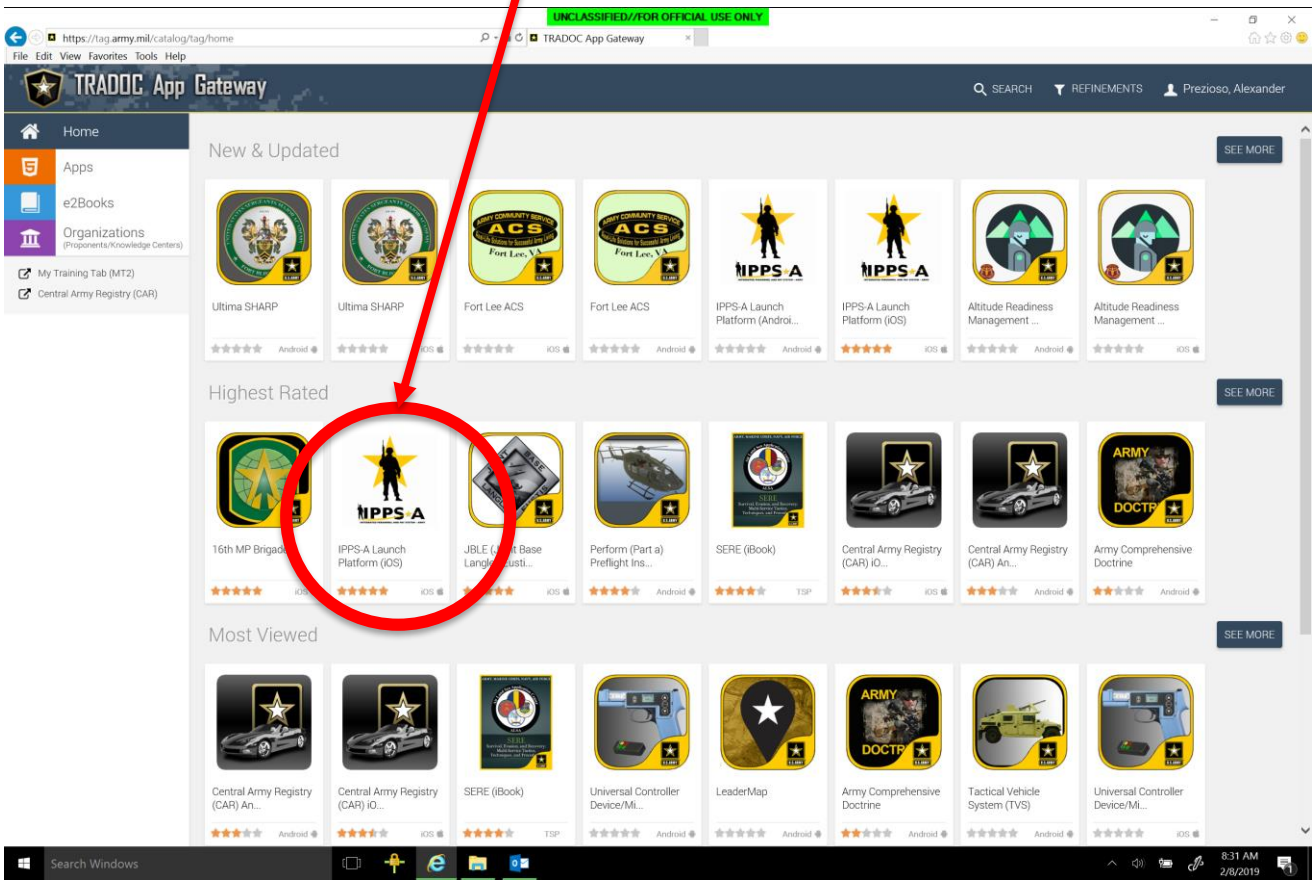
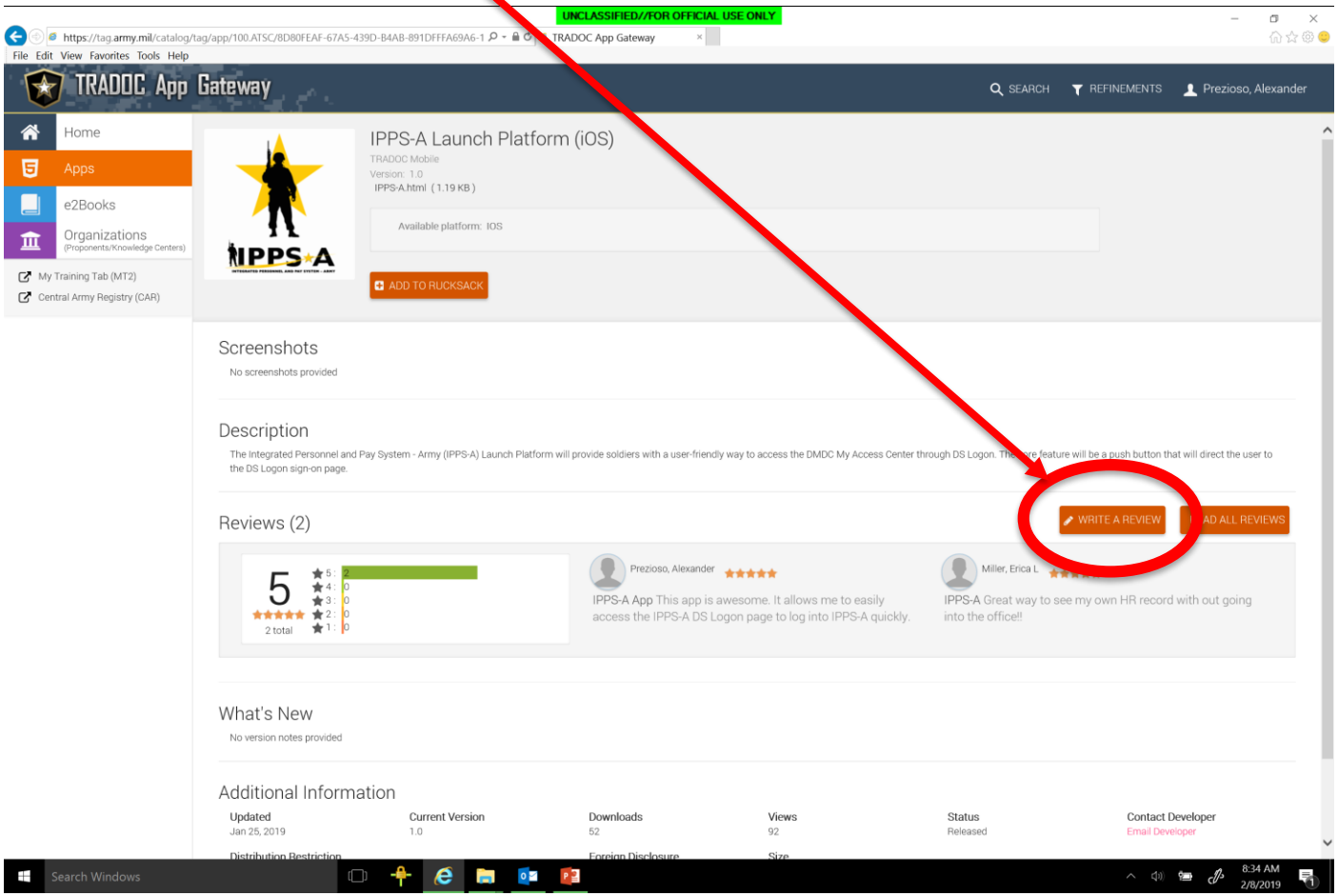
Provide Feedback on the App (1 of 3)

- **Log into the TRADOC Mobile Gateway at:**
  - https://tag.army.mil
- **Click on the IPPS-A App Tile.**

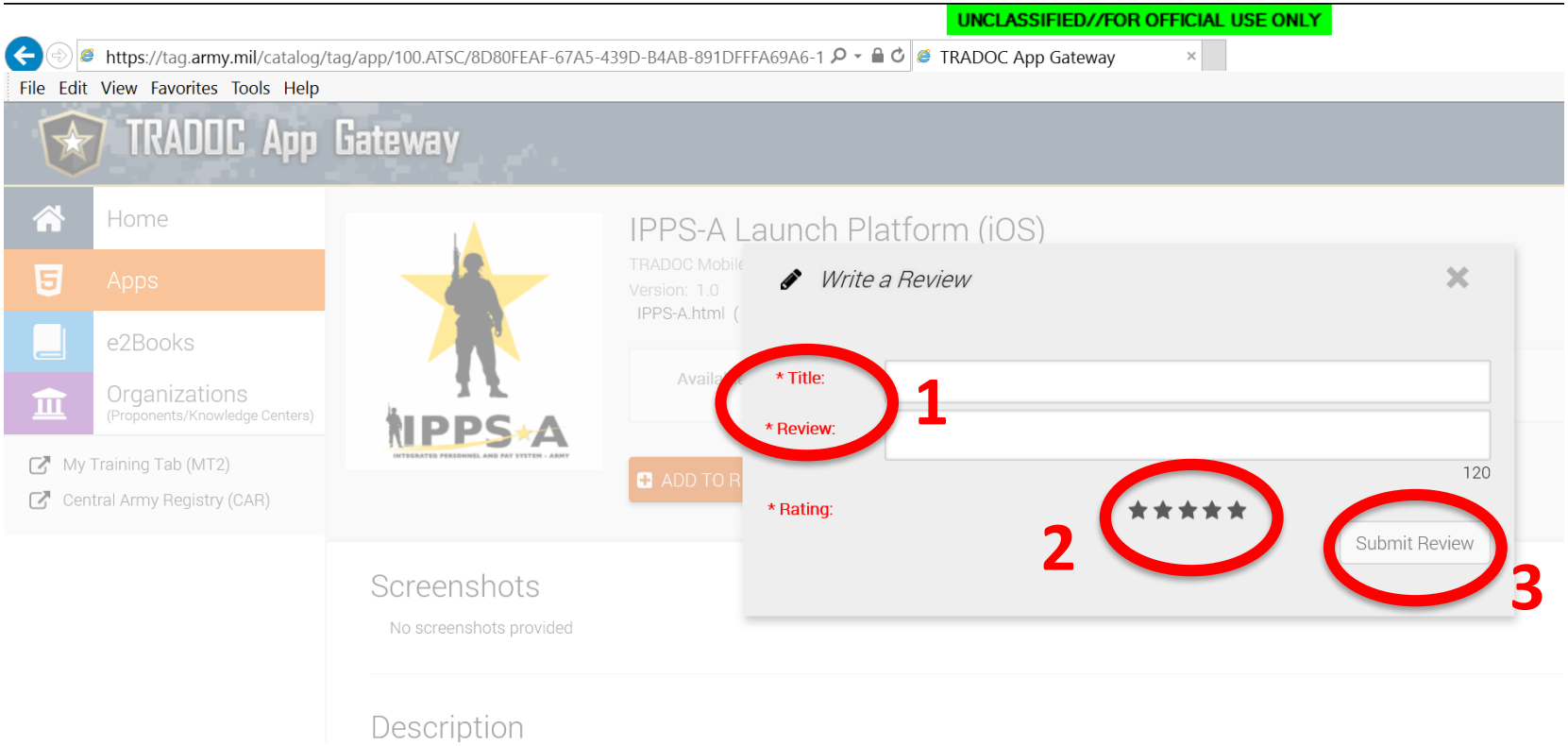


Provide Feedback on the App (2 of 3)

- **Click on Write a Review.**



Provide Feedback on the App (3 of 3)



- 1 - Type Title and Review comments.
- 2 - Click on Star Rating.
- 3 - Click Submit Review.

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