



# Help Guide



## Defense Information Systems Agency (DISA) Global Service Desk (GSD) Mission Partner Contact Information

\*\* For DoD Enterprise Email (DEE) operational issues please contact your local service desk\*\*

USER COMMUNITY: Used by DISA External Mission Partners and DISA Admins to request support for DISA Managed IT assets and respective services.

Commercial 1-844-DISA-HLP [1-844-347-2457] DSN 850-0032

<b>1</b> <b>Application Services</b>	1 Special Services 3 Security Services (ACAS, EMAS, HBSS, PKI) 5 SIPR 9 NBIS Or [Hold for next agent]	<b>Application Services Ticket Request</b> <a href="mailto:disa.gsd.apps@mail.mil">disa.gsd.apps@mail.mil</a> <a href="mailto:disa.gsd.apps@mail.smil.mil">disa.gsd.apps@mail.smil.mil</a> <b>Form 7 Requests</b> <a href="mailto:disa.gsd.form7@mail.mil">disa.gsd.form7@mail.mil</a>
<b>2</b> <b>Infrastructure</b>	1 Network Services 2 Video Services (GVS) 3 Enterprise SATCOM Gateway Services 4 Performance Reports 5 PIN/Password Resets 6 JRSS 7 MNIS (APAN, CENTRIX, CMNT, Pegasus, CFBLNET, VDC) 8 OSS	<b>Infrastructure Ticket Request</b> <a href="mailto:disa.gsd.infrastructure@mail.mil">disa.gsd.infrastructure@mail.mil</a>  <a href="mailto:disa.gsd.irss@mail.mil">disa.gsd.irss@mail.mil</a>
<b>3</b> <b>Electronic Business</b>	1 WAWF, IRAP, EDA, CORET, NCCS, Myinvoice, GEX 2 Vendor Assistance	<b>EB Ticket Request</b> <a href="mailto:disa.gsd.eb@mail.mil">disa.gsd.eb@mail.mil</a>
<b>4</b> <b>Enterprise Service DEE</b>	Army Enterprise Service Desk	<b>Enterprise Services Ticket Request</b> <a href="mailto:disa.gsd.enterpriseservices@mail.mil">disa.gsd.enterpriseservices@mail.mil</a> <a href="mailto:disa.gsd.enterpriseservices@mail.smil.mil">disa.gsd.enterpriseservices@mail.smil.mil</a>
<b>5</b> <b>Enterprise Services</b>	VDI, EPAUS	<b>Enterprise Services Ticket Request</b> <a href="mailto:disa.gsd.enterpriseservices@mail.mil">disa.gsd.enterpriseservices@mail.mil</a> <a href="mailto:disa.gsd.enterpriseservices@mail.smil.mil">disa.gsd.enterpriseservices@mail.smil.mil</a>

## DISA Field Offices

### • DEFENSE AND FEDERAL AGENCIES

disa.meade.bd.mbx.bdm1-agency-federal@mail.mil

1. Department of Defense (DOD) Offices and Agencies
2. Office of the Secretary of Defense (OSD)
3. Federal Agencies
4. United States Coast Guard (USCG)
5. Intelligence Community

### • UNIFORMED SERVICES AND COMMANDS

disa.meade.bd.mbx.bdm2-ccmd-services@mail.mil

1. Combatant Commands (CCMD)
2. Joint Staff
3. Military Services
  - a. US Air Force (USAF)
  - b. US Army (USA)
  - c. US Marine Corps (USMC)
  - d. US Navy (USN)

### • INTERNATIONAL RELATIONS & ENGAGEMENTS

disa.meade.bd.mbx.bdm3-international@mail.mil

### • GENERAL MISSION PARTNER SUPPORT

disa.meade.bd.mbx.bdm4-mpeo-support@mail.mil

### • AFRICOM Field Office

Vaihingen, (Stuttgart) GE  
(0711) 729-4521 DSN (314) 421-5602

### • USCENTCOM Field Command

MacDill AFB, FL  
(813) 529-6606 DSN 529

### • USSOCOM Field Office

MacDill AFB, FL  
(813) 826-2086 DSN 299

### • USEUCOM Field Command

Vaihingen, (Stuttgart) GE  
DSN (314) 434-5190

### • USNORTHCOM Field Office

Peterson AFB, CO  
(719) 554-3800 / 5962 DSN 692

### • USPACOM Field Command

Joint Base Pearl Harbor-Hickam, HI  
(808) 472-0051 DSN (315) 472-0051

### • DISA Global Operations Command

Scott Air Force Base, IL  
(618) 229-8840 / 8801 DSN 779

### • USSOUTHCOM Field Office

Miami, FL  
(305) 437-1671 DSN 567

### • USSTRATCOM Field Office

Offutt AFB, NE  
(402) 294-5761 DSN 271

### • USTRANSCOM Field Office

Scott AFB, IL  
(618) 220-4074

### • Joint Staff Support Center

(703) 695-0671 DSN 225

# Computing Services

## • Mainframe Hosting

IBM System z  
IBM Linux on System z  
UNISYS

Please reference Global Service Desk (GSD) contact Information

## • Server Hosting

Server Hosting and Virtualization  
Storage Support

Please reference GSD contact Information

## • Continuity of Operations (COOP)/Service Continuity

Please reference GSD contact Information

## • Infrastructure

Enterprise Messaging (EM)  
Technical difficulties, please email [messagingsupport@solers.com](mailto:messagingsupport@solers.com) or call (703) 588-0189 for support.

## • Cloud Service Support

Submit your request via the Cloud Service Request (CSR) form.

## • MilCloud

1-(844)-347-2457 Option 1

## • MilCloud Plus

1-(844)-347-2457 Option 1

## • Emerging: Storage as a Service (STaaS)

[disa.tinker.eis.mbx.okc-service-desk@mail.mil](mailto:disa.tinker.eis.mbx.okc-service-desk@mail.mil)  
(844) 347-2457 Option 1,5,4 DSN 850-0032

# Mission Support

## Command and Control

### • Global Combat Support System - Joint (GCSS-J)

[disa.meade.peo-c2c.list.gcss-jcrt@mail.mil](mailto:disa.meade.peo-c2c.list.gcss-jcrt@mail.mil)  
CCMD Primary Contact Number  
AFRICOM / EUCOM (301) 225-5279  
CENTCOM / NORTHCOM (301) 225-5279  
PACOM / USFK (301) 225-5279  
STRATCOM / SOUTHCOM (301) 225-5279  
TRANSCOM / SOCOM (301) 225-5279  
JOINT STAFF / AGENCIES & SERVICES (301) 225-5063

### • Global Command and Control System - Joint (GCCS-J)

(301) 225-5231 DSN 312-375

### • Multinational Information Sharing (MNIS)

Phone: 1-(844)-DISA-HLP (347-2457)  
[disa.dccc@mail.mil](mailto:disa.dccc@mail.mil) (NIPR)  
[disa.scott.conus.mbx.dccc@mail.smil.mil](mailto:disa.scott.conus.mbx.dccc@mail.smil.mil) (SIPR)

### • Joint Planning and Execution Services (JPES)

Commercial: (703) 695-0671 DSN 312-225-0671  
Web Site <https://www.gmc.nmcc.smil.mil/jopes/index.html>

### • Spectrum

Spectrum Operations Support Center (SOSC)  
CML (410) 293-HELP (4357)  
DSN (312) 281-4357

# Cybersecurity

## Assessments and Accreditation

• Enterprise Mission Assurance Support Service (eMASS)  
(844) 347-2457 Options 1, 5, 3 DSN 850-0032 Options 1, 5, 3

### • Information Assurance (IA) Analysis

CCRI: [disa.letterkenny.drsi.mbx.ccricoord@mail.mil](mailto:disa.letterkenny.drsi.mbx.ccricoord@mail.mil)  
CND/Cybersecurity Inspections/Assessments:  
[disa.letterkenny.drsi.mbx.cndsp-coordination@mail.mil](mailto:disa.letterkenny.drsi.mbx.cndsp-coordination@mail.mil)  
SAV: [disa.letterkenny.re.mbx.re5-certification@mail.mil](mailto:disa.letterkenny.re.mbx.re5-certification@mail.mil)

### • System and Enclave Certification

[disa.letterkenny.re.mbx.re5-certification@mail.mil](mailto:disa.letterkenny.re.mbx.re5-certification@mail.mil)

### • DISA STIG Team

[disa.stig\\_spt@mail.mil](mailto:disa.stig_spt@mail.mil)

### • DISA Red Team

Exercise-base OPFR Emulation Services, Red Team Operations and Penetration Testing [disa-red-team@mail.mil](mailto:disa-red-team@mail.mil)

## Analytics

### • Acropolis

24-Hour Help Desk (DISN Customer Contact Center)  
[disa.scott.conus.mbx.dccc@mail.mil](mailto:disa.scott.conus.mbx.dccc@mail.mil)  
[disaconusdccc@disa.smil.mil](mailto:disaconusdccc@disa.smil.mil) (618) 220-9500 DSN 770-9500

### • Continuous Monitoring and Risk Scoring (CMRS)

DSN 850-0032 Option 2 CML: (844) 347-2457 Option 2  
NIPR: [disa.scott.conus.mbx.dccc@mail.mil](mailto:disa.scott.conus.mbx.dccc@mail.mil)  
SIPR: [disa.scott.conus.mbx.dccc@mail.smil.mil](mailto:disa.scott.conus.mbx.dccc@mail.smil.mil)

### • Network Defense

Anti-Virus/Anti-Spyware Solutions  
(844) 347-2457 Options 1, 5, and 3 DSN 850-0032  
Options 1, 5, and 3  
Assured Compliance Assessment Solution (ACAS)  
DSN 850-0032, Press 1  
Toll Free: 1-(844)-347-2457, Press 1

### • Bootable Media (BootMe)

[bootme-support@leidos.com](mailto:bootme-support@leidos.com)

### • Cybersecurity Service Provider (CSSP)

[disa.letterkenny.re.list.cdsp-requests@mail.mil](mailto:disa.letterkenny.re.list.cdsp-requests@mail.mil)

### • Endpoint Security Solutions (ESS)

1-(844)-347-2457 - Options 1, 5, then 3 DSN 850-0032 -  
Options 1,5, and 3

### • Cross Domain Solutions

[disa.meade.ma.list.cdeslno@mail.mil](mailto:disa.meade.ma.list.cdeslno@mail.mil)

### • Incident Management

Joint Incident Management System (JIMS)  
(301) 225-9800  
[disa.meade.id.mbx.id-jimssupport@mail.mil](mailto:disa.meade.id.mbx.id-jimssupport@mail.mil) (NIPR)  
[disa.meade.mae.mbx.gnise-jimssupport@mail.smil.mil](mailto:disa.meade.mae.mbx.gnise-jimssupport@mail.smil.mil) (SIPR)

### • Secure Configuration Guidance

[disa.letterkenny.re.mbx.stig-customer-support-mailbox@mail.mil](mailto:disa.letterkenny.re.mbx.stig-customer-support-mailbox@mail.mil)

### • DoD Cyber Exchange (formerly IASE)

[DoD.CyberX@mail.mil](mailto:DoD.CyberX@mail.mil)

# Enterprise Services

## Identity and Access Management (IdAM)

### • DOD Visitor

Please reference GSD contact Information

### • Enterprise Directory Services (EDS)

Please reference GSD contact Information

### • Global Directory Services (GDS)

DECC Oklahoma City (OKC) Help Desk  
1-(844)-347-2457

### • Identity Synchronization Service (IdSS)

Please reference GSD contact Information

### • National Security Service Public Key Infrastructure Common Service Provider (NSS PKI CSP)

Phone: (301) 225-5683 DSN 375-5683

### • Public Key Infrastructure (PKI) and Public Key Enabling (PKE)

DoD PKE Help Desk  
[dodpke@mail.mil](mailto:dodpke@mail.mil)  
DoD PKI Help Desk  
[disa.tinker.esd.mbx.okc-service-desk@mail.mil](mailto:disa.tinker.esd.mbx.okc-service-desk@mail.mil)  
Phone: (844) 347-2457

## Video

### • Global Video Services (GVS) Desktop Client

Phone Toll Free 1-(844)-DISA-HLP (347-2457), Option 2  
Commercial (614) 692-0032 DSN (312) 850-0032  
[disa.dccc@mail.mil](mailto:disa.dccc@mail.mil) (NIPR)  
[disa.scott.conus.mbx.dccc@mail.smil.mil](mailto:disa.scott.conus.mbx.dccc@mail.smil.mil) (SIPR)

● **Global Video Services (GVS) Legacy H.323/H.320 Endpoint**

Phone  
Toll Free 1-(844)-DISA-HLP (347-2457), Option 2  
Commercial (614) 692-0032  
DSN (312) 850-0032  
disa.dccc@mail.mildisa.scott.conus.mbx.dccc@mail.smil.mil

● **Top Secret/Sensitive Compartmented Information (TS/SCI) Videoconferencing**

1-(844)-DISA-HLP (347-2457), Option 2  
disa.dccc@mail.mildisa.scott.conus.mbx.dccc@mail.smil.mil

**Applications**

● **Defense Collaboration Services (DCS)**

Phone:  
COMM: 1-(844)-347-2457  
DSN (312) 850-0032  
Option 1, 1  
Unclassified: disa.gsd@mail.mil  
Classified: disa.gsd@mail.smil.mil

● **DOD Automated Time, Attendance, and Production System (DATAAPS)**

Please reference GSD contact Information

● **DOD Enterprise Email (DEE)**

Please reference GSD contact Information

● **DOD Enterprise Portal Service (DEPS)**

Please reference GSD contact Information

● **Forge.mil**

community@forge.mil

● **Secure File Gateway (SFG) Relay Service**

Please reference GSD contact Information

● **Strategic Knowledge Integration Web (SKIWeb)**

Please reference GSD contact Information

**Mobility**

● **DISN Enterprise Classified Travel Kit Gateway (DECTK-GW)DISN Customer Contact Center:**

1-(844)-DISA-HLP (347-2457), Option 2  
DSN (312) 850-0032, Option 2  
disa.dccc@mail.mildisa.scott.conus.mbx.dccc@mail.smil.mil

● **DOD Mobility Program**

Contact your Tier 1 first the link is listed below:  
[https://disa.deps.mil/ext/cop/dod\\_mobility/Lists/DMUC\\_Tier\\_I\\_Mar2016/Public\\_View.aspx](https://disa.deps.mil/ext/cop/dod_mobility/Lists/DMUC_Tier_I_Mar2016/Public_View.aspx)

Mobility Discussion board where you may find the most frequent asked questions (FAQs):

[https://disa.deps.mil/ext/cop/dod\\_mobility/Lists/Mobility%20PMO%20Discussion%20Board/Discussion\\_Board\\_Breakout.aspx](https://disa.deps.mil/ext/cop/dod_mobility/Lists/Mobility%20PMO%20Discussion%20Board/Discussion_Board_Breakout.aspx)

## Network Services

SERVICE SUPPORT FOR NETWORK TECHNICAL ISSUES:

1-844-DISA-HLP (347-2457), Option 2  
disa.dccc@mail.mil  
disa.scott.conus.mbx.dccc@mail.smil.mil  
DISA DGOE CUSTOMER SERVICE  
CML: (618) 229-9922

DISACONUSCustomerService@DISA.MIL

**Satellite**

- Distributed Tactical Communications System (DTCS)
- International Maritime Satellite (INMARSAT)
- Joint Internet Protocol Modem (JIPM)

● **Regional Satellite Support Center– West**

CML: (719) 554-0927/4304 DSN (312) 692-0927/4304  
RSSCWEST-CML@us.af.mil

● **Regional Satellite Support Center– East**

CML: (813) 828-6836/684  
DSN (312) 968-6836/6841  
RSSC@macdill.af.mil

● **Regional Satellite Support Center–Pacific**

CML: (808) 656-1249  
DSN (315) 456-1249

● **Regional Satellite Support Center–Europe**

CML: 011-49-711-68639-5265

● **Mobile Satellite Services (MSS)**

(703) 297-4622 Ext. 7004  
(443) 459-3360  
(443) 459-3361  
disa.meade.ns.mbx.comsatcom-mss@mail.mil

**VPN**

- Common Mission Network Transport (CMNT)
- DISN Test and Evaluation (DISN T&E) Service
- Joint Information Environment-Joint Regional Security Stack (JIE-JRSS)
- Community Of Interest (COI) Virtual Private Network (VPN)
- Label Transport Service
- Medical Community of Interest (MEDCOI)
- Private Data Internet Service Provider
- Private Internet Protocol Service
- Private LAN Service
- Secret Private IP
- Mission Partner Gateway (MPG)/NIPRNet Federated Gateway (NFG)
- Community Of Interest (COI)
- Internet Access Point (IAP) Demilitarized Zone (DMZ) Service

**Messaging**

- **Organizational Messaging Service (OMS) Satellite**
- **Commercial Satellite (COMSATCOM)**

Regional Satellite Support Center– West  
CML: (719) 554-0927/4304 DSN (312) 692-0927/4304  
RSSCWEST-CML@us.af.mil

Regional Satellite Support Center– East  
CML: (813) 828-6836/6841 DSN (312) 968-6836/6841  
RSSC@macdill.af.mil

Regional Satellite Support Center–Pacific  
CML: (808) 656-1249 DSN (315) 456-1249

Regional Satellite Support Center–Europe  
CML: 011-49-711-68639-5265 DSN (314) 434-5265

## Contracting Office Acquisition Services

Air Force: 618-418-6210, DSN 312-418

Army: 618-418-6591, DSN 312-418

DISA: 618-418-6206, DSN 312-418

Navy: 618-418-6718, DSN 312-418

Other: 618-418-6519, DSN 312-418