

Army Enterprise Service Desk (AESD) Phone Message Update:

As of 30 April 2013, the AESD's Interactive Voice Message (IVR) will be changed. This change is required in order to support the expanding customer base of the Service Desks. The AESD phone number will remain the same, at 1 866-335-ARMY (866 335-2769). AESD customers will call the same number, but the menu options for support will change.

When the IVR is updated, a message will be added to the initial greeting that states the menu options have recently changed. This initial message will be played for 90 days. The first change that customers will hear, after the greeting, is the change for Option 2 and Option 3 support. The current menu categories for Option 2 and Option 3 are being replaced. The initial options in the updated IVR, will be "SIPR Support" on Option 2 and "Unclassified Support" on Option 3.

Customers who choose Option 2 (SIPR) will be directed to classified support. Customers who choose Option 3 (Unclassified) will be directed to unclassified support.

The **new choices under Option 2 (SIPR)**, for classified support, will be:

AKO-S/DKO-S

Enterprise E-mail (SIPR)

Other (SIPR)

The **new choices under Option 3 (Unclassified)** will be:

Enterprise E-mail

Mobile devices

IT Support - to include desktop Application, Network Connectivity, and phone

Portal Issues (AKO or Collaboration sites)

Other

To obtain more information on the AESD, please visit the AESD page:

<https://help.us.army.mil/cgi-bin/akohd.cfg/php/enduser/home.php>