

Help Guide



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
(301) 225-5303

• 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) 229-1841

• Joint Staff Support Center

(703) 695-0671, DSN 225

DISA Global Service Desk Contact Information

SERVICE SUPPORT FOR ANY DISA GLOBAL SERVICE DESK:
1-844-DISA-HLP (347-2457)
DSN 850-0032

For DOD Enterprise Email (DEE) operational issues please contact your local service desk

• **Columbus:**

Select option 1 (DECC Supported Applications) then option 3 (Columbus) disa.gsd@mail.mil

• **Mechanicsburg:**

Select option 1 (DECC Supported Applications) then option 4 (Mechanicsburg)

Defense Finance & Accounting Service (DFAS):

disa.mechanicsburg.eis.mbx.mec-service-desk-dfas@mail.mil

Defense Logistics Agency (DLA):

disa.mechanicsburg.eis.mbx.mec-service-desk-dla@mail.mil

Department of Defense (DOD) Enterprise Portal Service (DEPS):

disa.mechanicsburg.eis.mbx.mec-service-desk-deps@mail.mil

Mainframe Internet Access Portal (MIAP): disa.mechanicsburg.eis.mbx.mec-miap@mail.mil

Marine Corps:

disa.mechanicsburg.eis.mbx.mec-service-desk-marine@mail.mil

Multi-Service:

disa.mechanicsburg.eis.mbx.mec-service-desk-multiservice@mail.mil

Navy:

disa.mechanicsburg.eis.mbx.mec-service-desk-navy@mail.mil

• **Montgomery:**

Select option 1 (DECC Supported Applications) then option 1 (Montgomery) disa.gsd@mail.mil

• **San Antonio:**

Select option 1 (DECC Supported Applications) then option 6 (San Antonio) disa.gsd@mail.mil

• **Ogden:**

Select option 1 (DECC Supported Applications) then option 2 (Ogden)

Electronic Business (EB):

1-(866)-618-5988

DSN 388-7095

National Services Branch (NSB): DSN 388-7605

Global Service Desk: ogden-gsd@mail.mil

EB: disa.hill.eis.mbx.cscassig@mail.mil

NSB: disa.hill.eis.mbx.nsb-rrs@mail.mil

• **Oklahoma City:**

Select option 1 (DECC Supported Applications) then option 5 (Oklahoma City) disa.tinker.eis.mbx.okc-service-desk@mail.mil

• **Pacific:**

DSN (315) 473-2020 x264

1-(808)-473-2020 x264

disa.jbphh.opp.mbx.deccpacops@mail.mil

• **St Louis:**

Select option 1 (DECC Supported Applications) then option 7 (Ogden) [mailto: disa.stlouis.eis.mbx.smc-help@mail.mil](mailto:disa.stlouis.eis.mbx.smc-help@mail.mil)

• **Warner Robins:**

DSN 468-8026

1-(478)-926-8026

disa.robins.eis.list.wr-civilians@mail.mil

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 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
(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
CCMD Primary Contact Number
AFRICOM / EUCOM (301) 225-5063
CENTCOM / NORTHCOM (301) 225-5063
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 (NIPR)
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
CND/Cybersecurity Inspections/Assessments:
disa.letterkenny.drsi.mbx.cndsp-coordination@mail.mil
SAV: disa.letterkenny.re.mbx.re5-certification@mail.mil
Exercise-based OPFOR Emulation Services: disa.letterkenny.re.mbx.re63@mail.mil
- System and Enclave Certification
disa.letterkenny.re.mbx.re5-certification@mail.mil
- DISA STIG Team
disa.stig-spt@mail.mil

Analytics

- Acropolis
24-Hour Help Desk (DISN Customer Contact Center)
disa.scott.conus.mbx.dccc@mail.mil

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
SIPR: 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

• Cybersecurity Service Provider (CSSP)

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

• Incident Management

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

• Secure Configuration Guidance

disa.letterkenny.re.mbx.stig-customer-support-mailbox@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
DoD PKI Help Desk
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 (NIPR)
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

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

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 DGOC 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

COMSATCOM Center

(301) 225-2251

disa.meade.ns.mbx.comsatcom-csb@mail.mil

Content Delivery

- Global Content Delivery Service (GCDS)

Data

- SBU IP Data (NIPRNet)
- Secret IP Data (SIPRNet)
- TS/SCI IP Data (JWICS)
- Multicast

Transport

- Dedicated

Voice

- Defense Red Switch Network (DRSN)
- SBU Voice (VoIP and DSN)
- TS/SCI Voice (JWICS)
- Voice ISP-PSTN
- Voice over Secure IP (VoSIP)
- Enterprise Classified Voice over Internet Protocol (ECVoIP)
- Enterprise Voice over Internet Protocol (EVoIP)