



Information systems play a vital role in the homeland security mission by enabling Federal, State, local, tribal, territorial, and private sector partners to identify, analyze, and manage risk to our Nation's critical infrastructure. The Infrastructure Protection Gateway (IP Gateway) and the Protected Critical Infrastructure Information Management System (PCIIMS) are two technical capabilities that enable the Department of Homeland Security (DHS) to execute its mission. The IP Gateway Consolidated Help Desk provides support to users of these systems at all levels by addressing questions, responding to technical requests, and providing assistance as needed.

Services Provided

Help Desk support personnel are available to assist users with the following:

- Unlocking User Accounts
- Resetting Passwords
- Updating User Account Permissions
- Responding to Requests for Information
- Providing Technical Assistance



Courtesy of DHS

Hours of Operation

The IP Gateway/PCIIMS Help Desk is available to respond to normal service requests submitted by phone at 1-866-844-8163 or sent by email to IPGateway@hq.dhs.gov, Monday through Friday between the hours of 7 AM and 5:30 PM (ET). Entities located in time zones that conflict with the Help Desk's normal operating hours are asked to provide at least 48 hours advanced notice for the submission of scheduled maintenance requests or for assistance in support of planned events or activities.

Tiered Responses

Every request that comes in to the Help Desk is assigned a tier level when the incident ticket is created. This assists with tracking and provides a framework for the expected level of effort. This action also ensures the appropriate time for resolution and response.

The Help Desk maintains three response levels:

- Tier 1** - Requests the Help Desk will resolve within one business day.
- Tier 2** - Requests the Help Desk will escalate to a relevant subject matter expert for resolution within two business days.
- Tier 3** - Requests that need to be directed to the system developers for technical assistance or debugging. Unless additional time is required to address the matter, a response will be provided to the user within three business days.

Contact Us

Learn how the IP Gateway can support your organization's homeland security efforts by contacting IPGateway@hq.dhs.gov, or by phone at 1-866-844-8163. For inquiries about PCIIMS or for additional information on how the PCII program can support your needs, please direct your questions to PCII-Assist@hq.dhs.gov.

If you require further assistance or wish to provide feedback on the service you received through the Help Desk, please contact the Help Desk Manager at 202-360-3023.