

# The New Interagency Incident Applications (IIA) Helpdesk is Coming Online

Intended Audience: All users of Fire & Aviation Applications and the LESO FEPMIS Application

Date: November 2, 2015

## Key Points

On November 5, 2015 IIA Helpdesk services for the IIA applications will be provided by Peckham Incorporated.

The actual transition is scheduled to take place at 8:00 A.M. EST  
(7:00CST/6:00MST/5:00PST/4:00AKST)

Hours: Helpdesk services are available 24/7/365

## How to contact the IIA Helpdesk

The toll-free phone number has not changed: **1-866-224-7677**

Local/toll number (new): **360-326-6002**

Email address (new): [IIA-Helpdesk@fs.fed.us](mailto:IIA-Helpdesk@fs.fed.us)

Website (new): <https://iia-hd.peckham-enclave.us/>

Fax number (new): **616-323-1665**

## Transition preparation

For several months the Forest Service Fire & Aviation Management IT Branch (FAM IT) has been preparing for this transition with Peckham staff, the FS CIO and Training Leads for each IIA application team.

The new group of IIA agents is a fantastic team committed to helping the IIA application user community.

## More about Peckham

Peckham is located in Grand Rapids, Michigan and is an Ability One company  
(<http://www.abilityone.gov/>)

## For more information

Please contact: [IIA-HelpdeskManagement@fs.fed.us](mailto:IIA-HelpdeskManagement@fs.fed.us)

