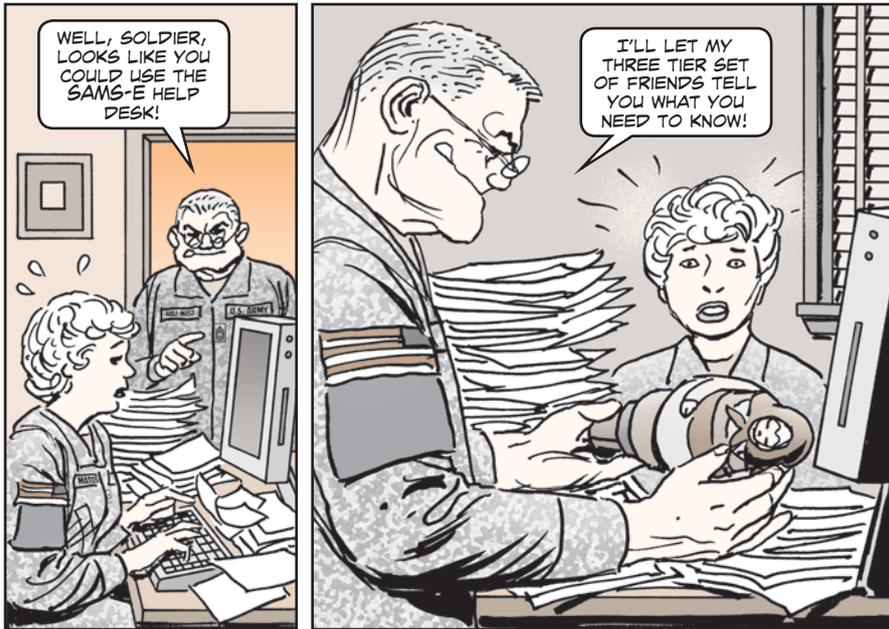


# SAMS-E Help Desk Assistance



WELL, SOLDIER, LOOKS LIKE YOU COULD USE THE SAMS-E HELP DESK!

I'LL LET MY THREE TIER SET OF FRIENDS TELL YOU WHAT YOU NEED TO KNOW!

The hardest part of getting help can be knowing who to ask or where to look for it. When it comes to SAMS-E problems, we've got you covered.

Before submitting a help desk ticket on your unit's SAMS-E system, contact your local Sustainment Automation Support Management Office (SASMO) for help. Your chain of command can direct you to the SASMO that serves your unit.

TYPICAL ISSUES THAT TIER I SASMOS HANDLE INCLUDE NETWORK CONNECTIVITY (FOR EXAMPLE, IF YOU'RE UNABLE TO CONNECT TO A PRINTER), HARDWARE ISSUES (LIKE A COMPUTER RUNNING TOO SLOW), OR BASIC TROUBLESHOOTING OF THE SYSTEM.

IF YOUR LOCAL SASMO IS UNABLE TO SOLVE THE PROBLEM, EITHER THEY OR YOU CAN SUBMIT A HELP REQUEST TO THE FT LEE CUSTOMER SUPPORT OFFICE (CSO) OR, IF YOU'RE DEPLOYED, TO YOUR REGIONAL AUTOMATED LOGISTICS ASSISTANCE TEAM (ALAT) VIA PHONE CALL, EMAIL OR INTERNET.

A TIER II HELP DESK TECHNICIAN CAN ASSIST WITH FUNCTIONAL PROBLEMS (FOR EXAMPLE, THE INABILITY TO CLOSE A WORK ORDER), PROVIDE GENERAL LOGISTICS INFORMATION (I.E., HOW DO I CREATE AN O2G REPORT?), OR CONDUCT MODERATE TROUBLESHOOTING.

IF THE TIER II HELP DESK IS UNABLE TO SOLVE YOUR PROBLEM, THEY WILL REQUEST ASSISTANCE ON YOUR BEHALF FROM THE TIER III HELP DESK.

YOUR HELP DESK TICKET IS THEN ELEVATED TO A TIER III HELP DESK TECHNICIAN.



**Note:** You must go through the Tier II help desk before receiving assistance from the Tier III help desk.

THE TYPICAL ISSUES THAT TIER III SUPPORT TACKLE INCLUDE SOLVING DATA ERRORS (I.E., ORACLE DATABASE ERRORS), PERFORMING ANY NECESSARY CLEAN UP OF USER DATABASES (LIKE CONVERSION DATA UPDATES), AND EXECUTING HEAVY-DUTY TROUBLESHOOTING.



HERE'S THE CONTACT INFORMATION YOU NEED TO GET HELP WITH SAMS-E...

### Regional Automated Logistics Assistance Teams (ALATs)

ALAT-Iraq  
DSN: (318) 433-2056/2962/2963/2964  
Email: [alat.north@us.army.mil](mailto:alat.north@us.army.mil)

ALAT-Afghanistan  
Kandahar (South)  
DSN: (318) 421-6099  
Email: [alatafghanistan@swa.army.mil](mailto:alatafghanistan@swa.army.mil)

ALAT-Afghanistan  
Bagram (North)  
DSN: (318) 431-3340  
Email: [bgralat@swa.army.mil](mailto:bgralat@swa.army.mil)

Kuwait Theater SASMO  
DSN: (318) 430-5582

### Customer Support Office at Ft Lee

DSN: 687-1051  
Toll Free: (866) 547-1349  
OCONUS: 312-687-1051  
Fax: 804-734-2974  
Email: [lee.secl.cao@conus.army.mil](mailto:lee.secl.cao@conus.army.mil)  
Submit a help request at the website:  
<https://s4if.lee.army.mil>