



IT Security



Supply Chain



OT Security



Insider Threat



Physical Security



Interoperable Communications

CISA GATEWAY CONSOLIDATED HELP DESK



DEFEND TODAY.
SECURE TOMORROW

ABOUT

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 Cybersecurity Infrastructure Security Agency (CISA) 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 CISA Gateway Consolidated Help Desk provides support to users of these systems at all levels by addressing questions, responding to technical requests, and providing user 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



HOURS OF OPERATION

The CISA 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 CISA-GatewayHelpDesk@cisa.dhs.gov, Monday through Friday between the hours of 7 AM and 7 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 into the Help Desk is assigned a tier level when the incident ticket is created. This assists with tracking and provide 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 the Help Desk will direct to system developers for technical assistance. A response will be provided to the user within three business days unless additional time is required to address the matter.
- 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.

RESOURCES

Learn how the CISA Gateway can support your organization's homeland security efforts by contacting the CISA Gateway Help Desk at CISA-GatewayHelpDesk@cisa.dhs.gov or 1-866-844-8163. For PCIIMS inquiries, please direct your questions to PCII-Assist@cisa.dhs.gov. To learn more:

- CISA Gateway: cisa.gov/cisa-gateway
- PCIIMS: cisa.gov/pcii-management-system-pciims
- CISA Gateway Consolidated Helpdesk: cisa.gov/cisa-gateway-consolidated-help-desk

*NOTE: The CISA Gateway is in the process of changing the name throughout the system from IP Gateway to CISA Gateway

CISA | DEFEND TODAY, SECURE TOMORROW