

News Briefs

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scheduled in 20-minute intervals. Customers can schedule appointments at any of these facilities by visiting <https://rapids-appointments.dmdc.osd.mil> or calling 502nd Force Support Squadron, Building 367, JBSA-Fort Sam Houston, 221-0415; 802nd Force Support Squadron, Building 5616, JBSA-Lackland, 671-4178; and 902nd Force Support Squadron, Building 399, JBSA-Randolph, 652-1845.

Environmental and Occupational Health Fair

The 6A-F5 Principles of Military Preventive Medicine Class from the Army Medical Department Center and School hosts an environmental and occupational health fair from 11 a.m. to 1 p.m. Aug. 12 on the ground floor of Willis Hall, Building 2841, in the food court atrium at the Army Medical Department Center and School.

PX "Cutest Kiddo" Contest

Through Aug. 9, Exchange patrons may post photographs of their children holding a completed coloring page to the Army and Air Force Exchange Facebook page at <http://www.facebook.com/AAFES.BX.PX> for the "Color Me Cutest Kiddo" contest. Four coloring pages are available online <http://www.shopmyexchange.com/Community/PatriotFamily/>. Winners selected by online poll held Aug. 19 to 23.

New Hours for Post Exchange

The new hours for the Joint Base San Antonio-Fort Sam Houston Exchange are 8:30 a.m. to 9:30 p.m. Mondays through Saturday and 9 a.m. to 7:30 p.m. Sunday.

Seeking Volunteers for Operation JET

Joint Base San Antonio-Lackland is looking for at least 50 volunteers Aug. 16 to assist with Operation Junior Expeditionary Team, a mock deployment for about 250 children across Joint Base San Antonio. For more information or to volunteer, call 671-3565 or 705-1060.

Straight Talk Line

For current, automated information during a natural disaster, crisis or emergency, call your local Straight Talk line call 466-4630 at Joint Base San Antonio-Fort Sam Houston, 671-6397 at JBSA-Lackland or call 652-7469 at JBSA-Randolph.

IT troubleshooting just a phone call away

By Gerardo Hernandez
United States Army Signal
Network Enterprise Center

Having trouble logging on to your government-issued personal computer?

Need assistance in mitigating a virus on your laptop or PC?

The U.S. Army Signal Network Enterprise Center will soon be implementing a single source for your information technology troubleshooting needs.

Beginning Aug. 9, all Joint Base San Antonio-Fort Sam Houston users receiving computer and network services from the NEC will be able to call the Army Enterprise Service Desk for assistance.

By calling 1-866-335-ARMY (1-866-335-2769), customers can receive technical support 24 hours a day, seven days a week.

Some information you need to know are:

- AESD phone menu asks a series of questions to determine where to route calls. Listen to all the options and select the choice most closely related to your issue.

- Users receive email notifications on ticket status (opened, changed, closed).

- An icon will be placed on all users' desktops that when opened will provide the AESD number in addition to a link to online work order submissions.

"Regardless of the

users' physical location, AESD is a single point of contact for IT service requests," said Jonathan Poole, chief of the NEC Customer Management Branch.

"Whether customers are contacting us from temporary duty or deployed locations, a distant hotel room where they are working from their laptop or from their office in need of service support, they now have a centralized toll-free number for assistance."

In addition to AESD, users can still continue to locally call 221-HELP (4357) to request computer or telephone troubleshooting assistance. These calls are routed to an AESD agent

who will attempt to resolve issues from their remote location.

If not resolved over the telephone, a ticket will be created and forwarded to the NEC where it will be addressed by the local technical staff.

One of the main benefits for implementing AESD is that more NEC technicians will be dedicated to hands-on work as a result of fielding fewer telephone calls.

"It gives us the flexibility to directly support requirements in lieu of dedicating technicians' to answer telephones," Poole said. "That is one more person I can actually send to the field to assist with customer or unit IT problems."

NEC deputy director Dennis Garrison said AESD is part of the Army's objective to increase efficiencies through consolidation of call center operations in providing service management delivery to customers anytime, anywhere.

"Our customers will not experience any degradation of IT services as we transition to AESD," Garrison said. "Now, we will practically service our customer base 24/7, unlike our current system where services are only available during duty hours."

For more information on AESD, contact the NEC Customer Service Center at 221-HELP (4357).

Suicide prevention: Airman urges reaching out to others

By Staff Sgt. Marissa Tucker
Joint Base San Antonio-Lackland
Public Affairs

Out of the more than 20,000 people in Joint Base San Antonio community, where do I fit in?

It's a question I've asked myself several times since I arrived here. While I know my primary job, I like to think I serve another purpose.

It causes me to get uncomfortable on an everyday basis and sometimes I feel like I'm making a fool out of myself, but I do it anyway.

I speak to everyone I encounter, every day. It gets pretty awkward sometimes, because even though my job requires me to speak to strangers frequently, I'm still a bit of an introvert. Sometimes it's easy and the person responds, sometimes people just walk past and sometimes I get

strange looks.

So why do I keep doing it?

Because in 2012, at least 349 service members committed suicide.

Maybe I've never met any of them and maybe there was nothing anybody could do, but we just don't know who is next. My small part in the battle against suicide is to simply acknowledge people exist and let them know I'm glad I saw them that day.

It might go unnoticed by many, but maybe I've come across someone looking for a reason or a sign not to hurt himself or herself or to know someone cares that they are alive. I might never know if it works, but I never want to know what happened when they needed it and no one was there.

It's a grim thought, but it's a fact that the number

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Ask your wingman

- Have the courage to ask the question, but stay calm
- Ask the question directly: Are you thinking of killing yourself?

Care for your wingman

- Calmly control the situation; do not use force; be safe
- Actively listen to show understanding and produce relief
- Remove any means that could be used for self-injury

Escort your wingman

- Never leave your buddy alone
- Escort to chain of command, Chaplain, behavioral health professional, or primary care provider
- Call the National Suicide Prevention Lifeline. (800) 273-8255 (TALK)