



CWS/CMS PROBATION

Frequently Asked Questions (FAQs)

HELP DESK

The Probation Help Desk (also known as the Boulder IBM Help Desk) is available 24/7 (24 hours a day, 7 days a week). When calling the Help Desk, please identify yourself as a “probation user”. The Probation Help Desk can be reached at:

- Telephone: 1-800-428-8268
- Voicemail: 1-800-428-8268 and select Option “2”