



CWS/CMS PROBATION

Frequently Asked Questions (FAQs)

SBC TOKENS

Who do I contact if I have a problem with my SBC token?

For SBC Token problems, contact the Probation Help Desk (also known as the Boulder IBM Help Desk). They are available from 6:00AM to 6:00PM, Monday through Friday. 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”