



CWS/CMS PROBATION

Frequently Asked Questions (FAQs)

SBC TOKENS

How many users can be assigned to one SBC Security Token?

Five (5) users can be assigned to one SBC (Server Based Computing) security token.

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”