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B. TIS Computer Support

1. General Information

The TIS home page on the World Wide Web resides on the UW System Administration web server. The address is: [tis.uwsa.edu](http://tis.uwsa.edu).

2. Hours of Operation

The TIS computer is available for on-line processing 24 hours a day, seven days a week, except for periods of nightly backups and periodic maintenance.

3. Help Desk

Most TIS problems are related to software and hardware at the local access sites. If you have a problem, check with your local TIS liaisons first. If your problem is associated with the TIS computer, you may report it:

- via email to [TIS](mailto:helpdesk@uwsa.edu)  
or
- via telephone to the UWSA Help Desk at (608) 262-7653 or email to [helpdesk@uwsa.edu](mailto:helpdesk@uwsa.edu). The Help Desk is available during regular work hours, 7:30 - 4:30, Monday through Friday. Voice mail will take calls during non-working hours. Identify yourself as a TIS user and describe your problem. The problem will be logged and staff will be assigned to investigate it. If necessary, you will be kept informed of the status of the investigation and any resolution to the problem.