

## **OWL Tier 1 Issues**

- Access Code Registration\*\*
- Password Reset
- Access Code Validity/Registration Verification
- General OWL Usage

\*\*Replacement due to invalid or wrong access codes requires Tier 2 support. For assistance, these requests will require escalation. Tier 2 Support is available during normal business hours: Monday-Thursday 8:30-9:00 EST and Friday 8:30-6:00 EST.