Course Overview

Welcome to PAWS Training

Thank you for taking part in Student Service Center (Student) training. This Student Services Center (Student) page is a component in PAWS that closely resembles the Student Center for students. This page has also been known as the 360 Degree page as it provides administrative PAWS users with a view of what students see when they log into PAWS.

We hope this training provides you with the information to make your job in providing feedback to students easier, faster and more enjoyable for all parties involved. This manual is intended for administrative users of the PAWS system at the University of Wisconsin Milwaukee (UWM). This may include staff, advisors, student employees and/or faculty advisors.

About this Course

The purpose of this course is to help you successfully retrieve Student Records information from PAWS, specifically from the Student Services Center (Student) page. After this session, you will be able to:

- Navigate to the Student Services Center (Student) component
- Locate key pieces of data on the Student Services Center (Student) component in accordance with FERPA guidelines.
- Accurately interpret data found on Student Services Center (Student) pages and related Student Records pages.

Terms to Know

This section will cover any terms that maybe referenced on the Student Services Center (Student) page. It will be a reference as you begin to understand the student record.

Academic Structure

The Academic Structure portion of the PAWS application is owned and maintained by Department of Enrollment Services as it is the basis for the course catalog, enrollment, grading, and transcripts. Here you see terms used for UWM’s academic structure. Examples of each appear below the term. Keep in mind that these are not complete lists.

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<td>Administrative Leadership</td>
<td>Geology General-Cert of Major</td>
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<td>Anthropology</td>
<td>Geology Geophys-Cert of Major</td>
</tr>
<tr>
<td>Biological Sciences</td>
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<td>Business Administration</td>
<td>Geology Geophysics-BA</td>
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<tr>
<td>Civil Engineering &amp; Mechanics</td>
<td>Geology Geophysics-BA</td>
</tr>
</tbody>
</table>
### Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Groups</td>
<td>School/College.</td>
</tr>
<tr>
<td>Academic Level</td>
<td>Year in school.</td>
</tr>
<tr>
<td>Academic Organizations</td>
<td>Departments or subjects.</td>
</tr>
<tr>
<td>Career</td>
<td>Level: Undergraduate or Graduate.</td>
</tr>
<tr>
<td>Institution</td>
<td>The university using the database. In our case, UWMIL means the University of Wisconsin Milwaukee. Sometimes being referenced as UWM.</td>
</tr>
<tr>
<td>Milestone</td>
<td>Represents the placement level of a test, such as Chemistry, English or a foreign language.</td>
</tr>
<tr>
<td>Plan</td>
<td>Major, minor or certificate.</td>
</tr>
<tr>
<td>Program</td>
<td>Represents the school/college and type of program (special, certificate of major, etc).</td>
</tr>
<tr>
<td>Subjects</td>
<td>Curricular areas.</td>
</tr>
<tr>
<td>Sub-plan</td>
<td>Option, track or concentration within a plan. Not all plans have sub-plans.</td>
</tr>
<tr>
<td>Units</td>
<td>Credits.</td>
</tr>
</tbody>
</table>

### PAWS Grad Certificate

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHGQ</td>
<td>Chemistry Graduate</td>
</tr>
<tr>
<td>ENGQ</td>
<td>Engineering Graduate</td>
</tr>
<tr>
<td>HSQ</td>
<td>Health Sciences Graduate</td>
</tr>
<tr>
<td>LCG</td>
<td>Letters &amp; Science Graduate</td>
</tr>
<tr>
<td>PHQ</td>
<td>Physical Sciences Graduate</td>
</tr>
</tbody>
</table>

### PAWS Graduate Programs

Below is a complete list of graduate programs available in the PAWS system as of fall, 2010. Codes and descriptions match PAWS database.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG</td>
<td>Engineering Graduate</td>
</tr>
<tr>
<td>AHG</td>
<td>Arts and Humanities Graduate</td>
</tr>
<tr>
<td>AL</td>
<td>Letters and Science Graduate</td>
</tr>
<tr>
<td>AM</td>
<td>Arts and Humanities Certificate Program</td>
</tr>
<tr>
<td>AN</td>
<td>Nursing Graduate</td>
</tr>
<tr>
<td>BSC</td>
<td>Business Graduate</td>
</tr>
<tr>
<td>CHG</td>
<td>Chemistry Graduate</td>
</tr>
<tr>
<td>ENG</td>
<td>Engineering Graduate</td>
</tr>
<tr>
<td>HS</td>
<td>Health Sciences Graduate</td>
</tr>
<tr>
<td>LAC</td>
<td>Liberal Arts Certificate Program</td>
</tr>
<tr>
<td>PH</td>
<td>Physical Sciences Graduate</td>
</tr>
</tbody>
</table>

### Student Services Ctr (Student)

**The Purpose**

This component group displays a summary of student details available to the student from self-service.

**Navigation:** Menu > Campus Community > Student Services Ctr (Student)

**Using the Student Services Ctr (Student) page in PAWS:**
- Will save you time
- Make navigating in PAWS easier
- Allow you to provide better customer service to your students/advisees
The Student Services Ctr (Student) page is a similar view to what a student sees when he/she logs into PAWS and opens the Student Center. Both components display the appropriate student’s class schedule, holds/to do’s, enrollment appointment, grades, contact information, advisor name and links to key websites.

The main differences between the Student Services Ctr (Student) and the Student Center are shown below:

**Student Services Ctr. (Student):**
- Also known as the Administrative View or the 360 view, shows tabs along the top of the main page.

**Student Center:**
- Also known as the Student View, shows the Enroll option on the left side.

In this next section we will discuss each of the Student Services Ctr (Student) (SSC(S)) tabs. You may see the following tabs:
- Student Center
- General Information
- Admissions
- Academics
- Finances
- Financial Aid
- Transfer Credit

Your PAWS security determines the tabs that will display. For example, if you do not have access to view finances, the Finances tab will not be displayed.

In the academics section the options include My Class Schedule, Shopping Cart, My Planner, and Other Academics.

Your PAWS security determines the tabs that will display on this page (e.g., if you do not have access to view finances, the Finances tab will not be displayed). The main tab is the student center tab, which will be discussed below.
Shopping Cart allows the student to add classes to their cart as soon as the term is available in PAWS. The Shopping Cart functions as a holding place until the student’s enrollment appointment arrives. Once the student’s enrollment period has begun, the student can move the class from his/her Shopping Cart to his/her class schedule by following the remaining enrollment steps.

Adding a class to the Shopping Cart does not ensure a place for the student in the class, nor does it check pre-requisites for the student. Pre-requisites and class availability are not checked until the final enrollment step is completed in PAWS. Once classes are added to the Shopping Cart, they remain there until the student removes them.

My Planner allows the student to plan out course work that he/she would like to take in future semesters. The student can add the classes to My Planner and leave them in a general area, or the student can actually slot them into future semesters.

Once classes have been added to My Planner a student can register for those classes from within My Planner. However, the student still needs to move through all of the enrollment steps in order to secure a seat in the class.

When classes are slotted for a given semester the student will only be able to see the unslotted classes and the classes slotted for that given semester. Once classes are added to My Planner, they remain there until the student removes them.

Under Other Academics, for administrative users, there are the following features:

- **Academic Requirements** – report that shows all the satisfied and not satisfied course work towards a degree.

- **Course History** – list of all the course work that has been taken, transferred or in progress. The units are the number of units the class was taken for. This does not mean that the student earned this number of credits for the course.

- **Placement Tests** – If the student has taken any placement tests, the scores will be listed with the level achieved displayed. The description represents the class the student is eligible to enroll in.
TransferCreditReport - show any transfer course work that was accepted at UWM. It will show the institution the student attended along with the term, class number of credits, grade achieved and UWM's equivalent. This page includes Test Credit and Other Credit too.

<table>
<thead>
<tr>
<th>Transfer credits</th>
<th>University</th>
<th>Institution</th>
<th>Undergraduate</th>
<th>Credit hours</th>
<th>Grade</th>
<th>UWM's equivalent</th>
</tr>
</thead>
</table>

If the student has enrollment for the current semester, his/her schedule will be displayed in the Academics section of the page.

The "current semester" is based on the current date so if you are on this page between semesters (for example, December 29), it will say the student is not enrolled. Clicking on the My Class Schedule link will return a page with terms to select.

If the student has a hold on his/her record a summary will appear in the Holds section of the page. If you select the Details link, PAWS will show additional information.

Academic Opportunity Center

Select Return and Cancel to return to the Student Services Ctr (Student) > Student Center tab.
The Student Enrollment Appointment will appear on the right side of the page. If the Enrollment Appointment process has run in PAWS for the given semester you will see a message similar to the below message:

If the open enrollment period has begun, then you will see the below message:

Enrollment Appointments are run a couple of weeks prior to the enrollment process beginning. Students can add classes to their Shopping Cart prior to the Enrollment Appointment, but cannot actually register for classes until their Enrollment Appointment has been reached. Students can then register for classes any time after their Enrollment Appointment and up to and including the Open Enrollment time frame. An example of the breakdown of Enrollment Appointments for Spring, 2011 is listed below:

- Graduate degree students beginning 11/24 at 8:00 am
- Graduate special students beginning 11/24 at 1:30 pm
- Seniors beginning 11/25 at 8:00 am
- Freshmen beginning 12/2 at 8:00 am
- Juniors beginning 12/7 at 12:00 pm
- Sophomores beginning 12/9 at 3:30 pm
- Undergraduate special students beginning 12/11 at 2:30 pm

Important: These details are an example and are subject to change for future terms.

In the bottom section of the Student Center tab, the key areas include Finances, Personal Information, Restrict Contact Information, Advisor and various links to web pages all listed under separate department headings.

Bottom of screen:

The financial section will show the details that you have access to see. This is not part of Student Records. For more clarification, please contact the Bursar's office.

Personal Information section summarizes the Mailing and Home address types and Mailing and Campus email addresses if they are in PAWS.

It also provides links to Demographic Data and Emergency Contact. The screen shots provide a view of the specific pages.

Demographic Data:

On the Student Center you can see if a student has restricted his or her Contact Information. The yes or no options will be grayed out so that you cannot change the student’s restriction. The restriction should only be changed by the student.

Restrict Contact Information: Yes No

Note: If you have a student self-service account and click the Change Contact Restriction link PAWS will take you to your own student center Change Contact Restriction page. Otherwise, you will receive a message, you are not authorized to access this page. This can be confusing, but is a way to make sure that users are not changing another student’s restriction.

Links at the bottom of the page, mirror the tabs along the top of the page. Selecting a link or a tab will redirect your PAWS screen to the appropriate section of the Student Services Center (Student) page.

Note: When a student logs into PAWS the tabs along the top and bottom of the page do not appear. Tabs appear for a student once he/she attempts to perform an action, such as Enroll.
The name of the student’s advisor will appear in the Advisor section of this page. If more than one advisor has been assigned to the student, additional names will display.

The student can select the Details link from his/her Student Center to send an email to his/her advisor.

If you select Details and then select the Advisor you may receive the below error message. If your department is using PantherLink the automatic email from a website will not work.

It is recommended that you just send an email through your standard method. For those users on campus who use PantherLink, that is the recommended option.

Key departments across campus have sections in PAWS to direct students to critical web pages. The Records and Registration Info., Financial and Fee Info. and Admissions sections have contact links specific to their business. Below is the Records and Registration Information section.

Course Wait List Information Link

Race and Ethnicity Link
Below is the Financial and Fee Information section:

Fee Facts

Note: This website was recently updated. Currently Fee Facts and Financial Aid go to the same front page.

Below is the Admissions section:

Apply as a graduate
Apply as an undergraduate
Apply as an undergraduate

General Info. tab

We will be looking at specific sections of the General Info. tab on the SSC(S) component. The image captures are limited to top, middle and bottom of the screen in order to make it easier to view each section. The images that follow will be labeled appropriately.

In the top section of the General Info. tab, the key areas include links to jump to each section, buttons to collapse and expand all sections and the Service Indicator summary.

Navigation:
Menu > Campus Community > Student Services Ctr (Student)

Select [general info] tab.

Top of Screen:

Middle of Screen:

Bottom of Screen:
The links in the upper left corner of the General Information tab jump the display on your monitor/device to that portion of the PAWS page. The links include:

- **Service Indicators** – Shows any positive or negative indicators for a student. A negative service indicator would be placed if a student has unpaid fees. A positive service indicator would be if a student had set-up a payment plan for his/her tuition.
- **National ID** – Shows the student/applicant Social Security Number. Depending on your security you may only see the last four digits of this number with the rest of the number being replaced by a symbol.
- **Addresses** – Shows the status, effective date and address details for each address type the student/applicant has in PAWS.
- **Email Addresses** – Shows the email address and preferred checkbox for each email type in PAWS.
- **Initiated Checklists** – Shows a summary of all of the checklist items on a student/applicant record.
- **Personal Data** – Show the student/applicant Campus Id number, date of birth and gender. Marital Status is not tracked at UWM. The Date of Birth may only display the month and day and not display the year, depending upon your PAWS security access.
- **Names** – Will display first and last name, status and effective date for each name type that is in PAWS. The primary name is the type used by UWM.
- **Phones** – Will display the full phone number including an extension if one is needed and a preferred checkbox for each phone type listed in PAWS.

Use the Collapse All and Expand All buttons to close the details of each section, for example below Personal Data is expanded and Initiated Checklists is collapsed.

Select the Edit ____ button, in each section title, to jump to that specific component in PAWS. (Fill the blank with the appropriate section button.) Using this button is like navigating to the component separately to review, update or correct data on a page. Depending on your security you may or may not be able to make changes to individual components in PAWS.

Use the Go to top link to return to the top of the General info page where the links for each section are shown.

Each button on the General Info page is explained next.

Select cancel button twice to return to SSC(S) component.

You can use the SSC(S) General Info tab, Edit Service Indicator button OR you can navigate from:

Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators

If you use the Edit Service Indicators button, you can select Cancel to return to the Student Services Ctr (Student) > General Info tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.
Review Checklist Summary button jumps to the Checklist Summary component. When the page appears, it will have the ID of the student you have pulled up. And also the Responsible ID of you. If you want to see all Checklists, delete out the Responsible ID number and then select the Search button.

You can use the SSC(S) General Info tab, Review Checklist Summary button OR you can navigate from:

Menu > Campus Community > Checklists > Person Checklists > Person Checklist Summary

If you use the Review Checklist Summary button, you can select Cancel to return to the Student Services Ctr (Student) > General Info tab.

To see details, select View link. The details will open in second window.

To close the second window, select the X in the upper right corner. And select Cancel to return to the Student Services Ctr (Student) > General Info tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

Edit Personal Data button jumps to the Add/Update a Person component.

You can use the SSC(S) General Info tab, Edit Personal Data button OR you can navigate from:

Menu > Campus Community > Personal Information > Add/Update a Person

If you use the Edit Personal Data button, select Cancel to return to the Student Services Ctr (Student) > General Info tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

Edit National Ids button jumps to the Add/Update a Person component, shown on previous page.

You can use the SSC(S) General Info tab, Edit National Ids button OR you can navigate from:

Menu > Campus Community > Personal Information > Add/Update a Person

If you use the Edit National Ids button, you can select Cancel to return to the Student Services Ctr (Student) > General Info tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.
**Edit Names** button jumps to the **Names** component.

You can use the SSC(S) General Info tab, Edit Names button OR you can navigate from:

**Menu > Campus Community > Personal Information > Biographical > Names**

If you use the **Edit Names** button, you can select **Cancel** to return to the **Student Services Ctr (Student) > General Info** tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

**Edit Addresses** button jumps to the **Addresses** component.

You can use the SSC(S) General Info tab, Edit Addresses button OR you can navigate from:

**Menu > Campus Community > Personal Information > Add/Update a Person > Select Addresses tab.**

If you use the **Edit Addresses** button, you can select **Cancel** to return to the **Student Services Ctr (Student) > General Info** tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

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**Admissions tab**

We will be looking at specific sections of the **Admissions** tab on the SSC(S) component. The image captures are limited to top and bottom of the screen in order to make it easier to view each section. The images that follow will be labeled appropriately.

In the top section of the Admissions tab, the key areas include Career, Application Nbr., Program, Program Status, Last School Attended and Applicant Progression.

**Navigation:**

Menu > Campus Community > Student Services Ctr (Student) > Admissions tab.

**Top of Screen:**

Select the appropriate program on the left to see the details on the right. Application 00017568 on left matches Application Nbr. 00017568 on the right.

Details adjust depending on the application that is selected on the left side of the page.

Selecting the link to the Program code will take you to details about that Program. The component will show the Academic Program, Standing/Honors, UWM Acad Prog Degr, Taxonomy/Campus, Repeat/Incomplete, Enrollment, Course and Dynamic Date tabs. If you have inquiry only access, you will not be able to edit information on this page. You can select **Cancel** to return to the **Student Services Ctr (Student) > Admissions** tab.

Selecting the link to the Plan code will take you to details about that Plan. The component will show the Academic Plan Table, Print Options, Taxonomy and Owner tabs. If you have inquiry only access, you will not be able to edit information on this page. You can select **Cancel** to return to the **Student Services Ctr (Student) > Admissions** tab.
Edit Application Data button jumps to the Maintain Applications component.

You can use the SSC(S) Admissions tab, Edit Application Data button OR you can navigate from:

Menu > Student Admissions > Application Maintenance > Maintain Applications

If you use the Edit Application Data button, you can select Cancel to return to the Student Services Ctr (Student) > Admissions tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

In the bottom section of the Admissions tab, the key areas include External Education and Test Summary.

Bottom of Screen:

Select Edit Education Data button to jump to the External Education component, shown below.

You can use the SSC(S) Admissions tab, Edit Education Data button OR you can navigate from:

Menu > Student Admissions > Application/Transcript > Education

If you use the Edit Education Data button, you can select Cancel to return to the Student Services Ctr (Student) > Admissions tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

On various pages, such as the External Education area, where there are arrows pointing to the right or down, you can see additional information. When the arrow points to the right the details are closed. When the arrow points down the details are opened. Click the arrow once to open or close as shown below.

Closed Details Sample

Open Details Sample
When the External Education section is maximized, as shown below, there are two links: External Courses and External Degrees.

Select the External Courses link to jump to the External Education component, scroll down to see the External Subjects. This page is used to enter High School units.

Select the External Degrees link to jump to the Courses and Degrees tab on the External Courses component.

Select the Edit Student Tests button to jump to the Test Results component.

Select Cancel to return to the Student Services Ctr (Student) > Admissions tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

The Test Summary section of the page allows for filtering.

Enter the data to filter by selecting the drop down. Click on the text that best represents what you want to filter by.

Select an operator (i.e., <, >, >=, in, like) and type a value to search for. Then select the Filter button. When the filter is complete, the screen will only show the filtered data.
Academics tab

We will be looking at specific sections of the Academics tab on the SSC(S) component. The image captures are limited to top, middle and bottom of the screen in order to make it easier to view each section. The images that follow will be labeled appropriately.

In the top section of the Academics tab, the key areas include the Career, Program, Status, Admit Term, Expected Graduation, Plan and Requirement Term.

Navigation:
Menu > Campus Community > Student Services Ctr (Student)

Select academics tab.

Top of Screen:

<table>
<thead>
<tr>
<th>Institution/ Career/ Program</th>
<th>Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>(UWM) University of Wisconsin-Milwaukee</td>
<td>UGUG: Undergrad</td>
</tr>
<tr>
<td>College</td>
<td>Bachelor’s in Science</td>
</tr>
<tr>
<td>Department</td>
<td>Bachelor’s in Science</td>
</tr>
<tr>
<td>Area</td>
<td>BA/BBA in Business Administration</td>
</tr>
</tbody>
</table>

Select the appropriate program on the left to see the details on the right. (e.g., LAUG – Letters & Science Undergrad on left matches Program LAUG Letters & Science Undergrad on the right.)

On the Student Program tab you will find the Student’s Academic Program, Admit Term, and Program Requirement Term.

Key fields include:
- Status which means whether the student is Active in Program or has been discontinued.
- Effective Date is the date the Program Action becomes effective on the student's record.
- Program Actions include:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTV</td>
<td>Active</td>
</tr>
<tr>
<td>ADRV</td>
<td>Admission Revocation</td>
</tr>
<tr>
<td>COMP</td>
<td>Completion of Program</td>
</tr>
<tr>
<td>DCHA</td>
<td>Data Change</td>
</tr>
<tr>
<td>MATT</td>
<td>Mater Enrollment</td>
</tr>
<tr>
<td>DISC</td>
<td>Discontinued</td>
</tr>
<tr>
<td>MATK</td>
<td>Matriculation</td>
</tr>
<tr>
<td>PLNC</td>
<td>Plan Change</td>
</tr>
<tr>
<td>RDRC</td>
<td>Program Change</td>
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<tr>
<td>MHPM</td>
<td>Headstart</td>
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<tr>
<td>MAPP</td>
<td>Headstart Application</td>
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<td>DEGR</td>
<td>Degree</td>
</tr>
<tr>
<td>WADM</td>
<td>Administrative Withdrawal</td>
</tr>
</tbody>
</table>

The Admit Term is the term in which the student is first admitted into the university or into the school/college.

The Requirement Term is the term in which academic advisement degree progress requirements apply to the student for this Program. This applies only to Undergraduate programs.

Expected Grad Term is set when a student first enrolls and is updated every semester based on academic level. It is changed when the student notifies us through PAWS of their intended date of graduation.

You can use the SSC(S) Academics tab, Edit Program Data button OR you can navigate to:
Records and Enrollment > Career and Program Information > Student Program/Plan

If you use the Edit Program Data button, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.
On the Student Plan tab you will find the Student’s Academic Plan, Plan Sequence Number, and plan Requirement Term. A plan can be a major, minor or certificate. A student can have multiple plans.

You can use the SSC(S) Academics tab, Edit Program Data button and select the StudentPlan tab OR you can navigate to:

Menu > Records and Enrollment > Career and Program Information > Student Program/Plan

Select StudentPlan tab.

To review multiple plans, use the scroll option bar.

<table>
<thead>
<tr>
<th>Option</th>
<th>DESCRIPTION/ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>View 1</td>
<td>Displays one row of information on a page. When this feature is enabled, the link changes to View 2 so that you can return to the opposite setting.</td>
</tr>
<tr>
<td>View 2</td>
<td>Displays all rows of information on a page. When this feature is enabled, the link changes to View 1 so that you can return to the opposite setting.</td>
</tr>
<tr>
<td>First</td>
<td>Takes you to the first row of information.</td>
</tr>
<tr>
<td>Next</td>
<td>Displays the next row of information.</td>
</tr>
<tr>
<td>Last</td>
<td>Displays the previous row of information.</td>
</tr>
</tbody>
</table>

If you use the Edit Program Data button, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

On the Student Sub-Plan tab you will find the Student’s Academic Sub-Plan and sub-plan Requirement Term. Some plans have sub-plans, which are options, tracks, sub-majors, or concentrations. Some examples of sub-plans are Finance-Investments (within the Finance plan) and Law Studies (within the Political Science plan).

You can use the SSC(S) Academics tab, Edit Program Data button and select the StudentSubPlan tab OR you can navigate to:

Menu > Records and Enrollment > Career and Program Information > Student Program/Plan

Select StudentSubPlan tab.

Important: Not all plans have sub-plans associated with them. It is common for this page to be blank.

If you use the Edit Program Data button, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

The Student Attributes page identifies certain information about a student. Currently this page is used to show students who participate in the College Connection program with a Student Attribute of CLCN. The Student Attribute Value shows the name of the participating institution.

You can use the SSC(S) Academics tab, Edit Program Data button and select the StudentAttributes tab OR you can navigate to:

Menu > Records and Enrollment > Career and Program Information > Student Program/Plan

Select StudentAttributes tab.

The student attends classes at the participating institution, but gets a degree from UWM. Courses are taught by UWM instructors. Two year UW schools that are participating include:

<table>
<thead>
<tr>
<th>Code</th>
<th>School</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAR</td>
<td>Baraboo</td>
</tr>
<tr>
<td>FDL</td>
<td>Fond Du Lac</td>
</tr>
<tr>
<td>MAR</td>
<td>Marinette</td>
</tr>
<tr>
<td>MATCMAD</td>
<td>MATC/Madison</td>
</tr>
<tr>
<td>NLC</td>
<td>Nicolet</td>
</tr>
<tr>
<td>NICH</td>
<td>Richland</td>
</tr>
</tbody>
</table>
The Student Degrees page identifies a student who has applied for graduation or has been awarded a UWM degree.

You can use the SSC(S) Academics tab, Edit Program Data button and select the Student Degree tab OR you can navigate to:

Menu > Records and Enrollment > Career and Program Information > Student Program/Plan

Select Student Degree tab.

- Degree Checkout Status could include:
  - Applied: Student has applied for graduation.
  - Awarded: Student has received his/her degree.
  - Pending: Student has paid graduation fees, but did not graduate.

- When the degree is conferred the following information appears:
  - Field: Status
    - Completion of Program.
  - Program Action
    - Completion of Program.
  - Degree Checkout Status: Awarded.
  - Completion Term
    - Term in which the degree is conferred.

The Degree component shows more detailed information about students' degrees. This will be covered in more detail below.

In the middle section of the Academics tab, the key areas term summary, degree information, incomplete records indicator, edit term data, level/load and classes.

Middle of Screen:

Select the appropriate term on the left to see the details for that term on the right. (e.g., Selecting 1084 - Fall 2009 on left shows class enrollment for Fall 2009 on the right.)
You can use the SSC(S) Academics Tab, Degree Information link to jump to the Degree component OR you can navigate to:

Menu > Records and Enrollment > Graduation > Student Degrees

The pages in the Student Degrees component show information about degrees received from UW-Milwaukee.

This page is populated after the final term.

- The Degree page shows basic information about a degree: the type of degree, term of completion, date degree was conferred, status (Awarded), and degree GPA.
- Degree honors are reflected on the next page in the group. Honors Suffix and Honors Prefix are fields not used at this time.
- We are not using Degree Rank/Size at this time.

If you use the Degree Information link, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

You can use the SSC(S) Academics Tab, Degree Information link to jump to the Degree component and select the Degree Honors tab OR you can navigate to:

Menu > Records and Enrollment > Graduation > Student Degrees

Select Degree Honors tab.

The Degree Honors page displays the honor and award date for a specific student. Checkboxes show whether the honor will appear on the diploma and/or transcript.

- Degree-related honors (Cum Laude, Honors in the Major, Departmental Honors, etc.) display on this page for undergraduate degrees only. If a student earns more than one honor, you’ll see a row of information for each honor.
- Use the scroll options to view honors for multiple degrees.

If you use the Degree Information link, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

You can use the SSC(S) Academics Tab, Degree Information link to jump to the Degree component and select the Degree Plan tab OR you can navigate to:

Menu > Records and Enrollment > Graduation > Student Degrees

Select Degree Plan tab.

The Degree Plan page displays the degree plan data as it will appear on the transcript.

If you use the Degree Information link, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: Many students will not have sub-plans.

If you use the Degree Information link, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.
You can use the SSC(S) Academics Tab, Edit Term Data button to jump to the Term Activation component OR you can navigate to:

Menu > Records and Enrollment > Student Term Information > Term Activate a Student

Term Activation page displays all terms for which a student was eligible to enroll and term activated for.

Eligible to Enroll checkbox identifies if a student is eligible to enroll in classes for that semester. This checkbox appears on each term detail row.

If you use the Edit Term Data button, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

In the bottom section of the Academics tab, the key areas include statistics and term history.

Navigation:
Menu > Campus Community > Student Services Ctr (Student)
Select Academics tab.

Bottom of Screen:

You can use the SSC(S) Academics Tab, select Term History link to jump to the Term History component. The first tab, Term Statistics, displays the UWM credits taken, passed, or in progress, term by term. Transfer Credit is also summarized on this page.

You can use the select Edit Term Data button to jump to the Term History component.

If you use the Edit Term Data button, you can select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.
Below are the definitions of fields based on the section.

### Enrollments:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graded Units – For GPA</td>
<td>Graded units for grade point average. Displays the total number of units that are taken for a grade (A, B, C, D, F) and accumulate in the GPA.</td>
</tr>
<tr>
<td>Graded Units – Not For GPA</td>
<td>Graded units not for grade point average. Displays the total number of units that are taken for a grade (Pass, Fail, Satisfactory, Unsatisfactory) and do not accumulate in the GPA.</td>
</tr>
<tr>
<td>Grade Points – For GPA</td>
<td>Grade points for grade point average. Displays a number that is calculated by taking the grade points received for each grade (on a 4-point grading scale, A equals 4 points), and multiplying that number by the number of units taken for each class for which a grade accumulates in the GPA.</td>
</tr>
<tr>
<td>GPA – For GPA</td>
<td>Grade point average for grade point average. Displays the grade point average which is calculated by dividing the grade points for GPA by the graded units for GPA. UWM rounds to the third decimal place.</td>
</tr>
<tr>
<td>Earned Units – For GPA</td>
<td>Earned units for grade point average. Displays the total number of units that are passed with an earned credit grade (A, B, C, D) and accumulate in the GPA.</td>
</tr>
<tr>
<td>Earned Units – Not For GPA</td>
<td>Earned units not for grade point average. Displays the total number of units that are passed with an earned credit grade (Pass, Satisfactory) and do not accumulate in the GPA.</td>
</tr>
<tr>
<td>In Progress Units – For GPA</td>
<td>In progress units for grade point average. Displays the total number of units that are not yet completed and for which the future assigned grade will accumulate in the GPA.</td>
</tr>
<tr>
<td>In Progress Units – Not For GPA</td>
<td>In progress units not for grade point average. Displays the total number of units that are not yet completed and for which the future assigned grade will not accumulate in the GPA.</td>
</tr>
<tr>
<td>Units Taken Towards Acad Load</td>
<td>Units taken towards academic load. Displays the total number of units taken for progress. This total is used in Student Records to determine academic load.</td>
</tr>
</tbody>
</table>

Note: The “Graded Units – For GPA” and “Graded Units – Not for GPA” fields do not include classes that are in a withdrawn status and classes that are taken with the audit grade basis.

### Transfer Credit:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graded Units – For GPA</td>
<td>Graded units for grade point average. Displays the total number of units that are transferred for a grade (A, B, C, D, F) and accumulate in the GPA for models where the include in GPA check box is selected on the Transfer Course Entry page.</td>
</tr>
<tr>
<td>Graded Units – Not For GPA</td>
<td>Graded units not for grade point average. Displays the total number of units that are transferred for a grade (Pass, Fail, Satisfactory, Unsatisfactory, T) and do not accumulate in the GPA.</td>
</tr>
<tr>
<td>Grade Points – For GPA</td>
<td>Grade points for grade point average. Displays a number that is calculated by taking the grade points received for each grade (on a 4-point grading scale, A equals 4 points), and multiplying that number by the number of units taken for each classified class for which a grade accumulates in the GPA.</td>
</tr>
<tr>
<td>GPA – For GPA</td>
<td>Grade point average for grade point average. Displays the grade point average which is calculated by dividing the grade points for GPA by the graded units for GPA. UWM rounds to the third decimal place.</td>
</tr>
<tr>
<td>Earned Units – For GPA</td>
<td>Earned units for grade point average. Displays the total number of transferred units that are passed with an earned credit grade (A, B, C, D) and accumulate in the GPA for models where the include in GPA check box is selected on the Transfer Course Entry page.</td>
</tr>
</tbody>
</table>

Note: At UWM, the number of passed, transfer credits are counted in the number of earned units, but these are not counted in the GPA.

### Combined (Enrollment and Transfer Credit Units):

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graded Units – For GPA</td>
<td>Graded units for grade point average. Displays the sum of all enrollment and transfer credit units that are taken and transferred for a grade (A, B, C, D, F) and accumulate in the GPA.</td>
</tr>
<tr>
<td>Graded Units – Not For GPA</td>
<td>Graded units not for grade point average. Displays the total number of units that are taken for a grade (Pass, Fail, Satisfactory, Unsatisfactory, T) and do not accumulate in the GPA.</td>
</tr>
</tbody>
</table>

Note: The “Graded Units – For GPA” and “Graded Units – Not for GPA” fields do not include classes that are in a withdrawn status and classes that are taken with the audit grade basis.

### Transfer Credit Units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graded Transfer Units GPA / No GPA</td>
<td>Graded transferred units for grade point average / not for grade point average. Displays the sum of transferred units for which received grades both accumulate and do not accumulate in the GPA for models where the Include in GPA check box is selected on the Transfer Course Entry page.</td>
</tr>
<tr>
<td>Units Only</td>
<td>Displays the total number of units that are passed with an earned credit grade and do not accumulate in the GPA for models where the Include in GPA check box is cleared on the Transfer Course Entry page.</td>
</tr>
<tr>
<td>Units Adjustment</td>
<td>Displays the total number of units that were manually removed from the student's overall transfer credit units. This field is updated on the Terms in Residence page in the Term Activation component.</td>
</tr>
<tr>
<td>Total Adjusted Transferred Units</td>
<td>Displays the sum of graded transfer units (for GPA and no GPA), plus the value in the Units Only field, minus the value in the Units Adjustment field. Notes: This number displays as a positive value, but is stored as a negative value.</td>
</tr>
<tr>
<td>Combine Earned Unit GPA / No GPA</td>
<td>Combined earned unit for grade point average / not for grade point average. Displays the sum of all enrollment and transfer credit units that are passed with an earned credit grade, including both those that accumulate and do not accumulate in the GPA.</td>
</tr>
</tbody>
</table>

Note: The “Graded Units – For GPA” and “Graded Units – Not for GPA” fields do not include classes that are in a withdrawn status and classes that are taken with the audit grade basis.

### Transfer Credit For Units Only:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer Units Adjusted</td>
<td>Displays the number of units that were manually removed from the student’s overall academic load.</td>
</tr>
</tbody>
</table>

Note: The “Graded Units – For GPA” and “Graded Units – Not for GPA” fields do not include classes that are in a withdrawn status and classes that are taken with the audit grade basis.
### Field Description

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Term Units</td>
<td>Displays the sum of all enrollment and transfer credit units that are passed with an earned credit grade, including both those that accumulate and do not accumulate in the GPA, plus transfer credit units that are passed with an earned credit grade that do not accumulate in the GPA for models where the Include in GPA check box is cleared, minus the number of units that were manually removed from the student's overall transfer credit units. Units taken for audit are excluded from this total.</td>
</tr>
</tbody>
</table>

Note: At UWM, the number of passed, transfer credits are counted in the number of earned units, but these are not counted in the GPA.
You can use the SSC(S) Transfer Credit tab, Detail link, next to the Source institution, to jump to the Course Credits Manual component OR you can navigate from:

Menu > Records and Enrollment > Transfer Credit Evaluation > Course Credits - Manual

The Transfer Course Entry page displays each incoming transfer course from other institutions and the corresponding UWM equivalent course.

The information on this component is entered into PAWS through the appropriate admitting office. Undergraduate Admissions has defined incoming courses and UWM equivalent courses.

Since transfer credit must equate to a UWM course, the graduate school has set up generic transfer courses for each department. For example, an incoming graduate course for a student in the graduate Business program transfers to the UWM equivalent of “Business G”.

- The Model Nbr is a sequence number used to track multiple institutions. To see the name of the institution, look at the Source Information in the third text field under transfer credit model.
- To switch between institutions, use the top frame’s scroll option bar to navigate and view school name or state.
- The Articulation Term is the term to which the equivalent credits will be applied/counted.
- Use the fifth frame’s scroll option bar to see other courses within an institution.
- The Equivalent Course is the UWM equivalent for the transfer credit.
- Transfer Grading Basis is how we based our conversion of the incoming grade. Transfer Grading Basis means we count the units, but those units are NOT counted in a student’s GPA.

If you use the Detail link, you can select Cancel to return to the Student Services Ctr (Student) > Transfer Credit tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

In the middle section of the Transfer Credit tab, the test credits appear by Institution. The table below shows the career, institution, program, articulation term and status.

Navigation:
Menu > Campus Community > Student Services Ctr (Student) Select transfer credit tab.

Middle of Screen:

Use the icon to expand the spreadsheet to include the Model and Statistics detail into one continuous spreadsheet. See the example below:

Select Detail link next to the Career and Institution to jump to the Test Credits Automated component.

The Test Credit Details page displays credits received from advanced placement test and other tests such as CLEP examinations.

- The Model Nbr is a sequence number used to track multiple tests with different effective terms.
- The Articulation Term is the term to which the equivalent credits will be applied.
- The Equivalent Course is the UWM equivalent for the test credit.
The Status must show “posted” in order for the credits to count.

If you use the Detail link, you can select Cancel to return to the Student Services Ctr (Student) > Transfer Credit tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

In the bottom section of the Transfer Credit tab, the other credits appear by institution. The table below shows the career, institution, program, articulation term and status. Use the icon to see a summary of test results with the number of units posted.

**Navigation:**
Menu > Campus Community > Student Services Ctr (Student)

Select [transfer credit] tab.

Bottom of Screen:

![Image](image-url)

Select **Detail** link next to the **Career** and **Institution** to jump to the Other Credits Manual component.

You can use the SSC(S) Transfer Credit tab, [Detail link](image-url) next to the Source institution under Test Credits to jump to the [Test Credits - Automated component](image-url) OR you can navigate from:

Menu > Records and Enrollment > Transfer Credit Evaluation > Other Credits – Manual

- The **Equivalent Course** is the UWM equivalent for the other credit.

If you use the **Detail** link, you can select Cancel to return to the Student Services Ctr (Student) > Transfer Credit tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

The **Model Nbr** is a sequence number used to track multiple credits with different effective terms.

The **Articulation Term** is the term to which the equivalent credits will be applied.

Other Credits are used for undergraduates and include retro language credits and special credit granted by a Dean.
If there is no data available for a term or for a student the “No data available” message will appear on the screen. See below:

Using New Window

PAWS allows you to have more than one window open at one time. Use the New Window link to open a second window and navigate to a separate component without losing access to the information on your primary window.

The primary window has a one hour timeout period, but the secondary window has a 20 minute timeout process. The timeout process is based on minutes of inactivity.

Keep in mind that workstation performance (e.g. speed and memory) is affected when multiple windows and applications are open or are running at the same time. When you know you will be working with several windows, it is best to minimize all other Windows applications such as Excel, web browsers or e-mail. You may also find it even more beneficial to close them. This will depend upon the size and speed of your computer.

It is very important that if you are done working in PAWS or if you walk away from your desk that you lock your work station. To lock your workstation, press your Windows key PLUS the letter “L” key. This will lock your work station. Use your ePanther Id and Password to unlock your workstation, unless you have used a different Id and Password during your desk top set-up. The ID and Password may be different in computer labs and public access computer stations. Information in PAWS is highly confidential and it is important that we protect the privacy of our staff and students by securing the data that is contained in the database.

Setting Your User Defaults

PAWS allows you to personalize your experience. There are the standard User Defaults that allow you to control default values in search windows. We highly encourage all users to set the standard User Defaults described in this manual. The options are detailed below.

Note: Personalization Options allow you to tab over look up buttons and Customize Page features allow you to change the order of tabs in a component and change the tabbing order during data entry. The level of personalizing is up to each individual user. Personalization options and customize page features are described in the PAWS Basics manual. All manuals are listed on the www.pawstraining.uwm.edu webpage.

PAWS automatically loads default values into pages by User ID. If you set your User defaults, you will save time and minimize data entry errors.

Note: The user default settings that you establish can be overridden on any PAWS page.

To set your User defaults:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Navigate to: Menu &gt; Set Up SACR &gt; User Defaults</td>
<td>User Defaults home page appears.</td>
</tr>
<tr>
<td>2.</td>
<td>Select the User Defaults 1 tab.</td>
<td>This page is the User Defaults home page view.</td>
</tr>
</tbody>
</table>
| 3.   | Type in the appropriate defaults based on your role and needs. | Recommend the following for basic inquiry users:  
  - Academic Institution: UWMIL  
  - Career Group SetID: UWMIL  
  - Facility Group SetID: UWMIL |
| 4.   | Select the User Defaults 2 tab. | User Defaults 2 page appears. |
| 5.   | Type in the appropriate defaults based on your role and needs. | Recommend the following for basic inquiry users:  
  - SetID: UWMIL  
  - Business Unit: UWMIL  
  - Campus: Main  
  - Institution Set: UWMIL |
7. Type in the appropriate defaults based on your role and needs. There are no recommendations for basic inquiry users on this tab.

8. Select the User Defaults 4 tab.

9. Type in the appropriate defaults based on your role and needs. Recommend the following for basic inquiry users:
   - Make sure the Carry ID checkbox is turned on. This feature retains the ID of the individual's record you are viewing in PAWS when moving from one component to another.
   - Note: For users who have access to run transcripts, you may choose to set your Transcript Type depending on which type of transcript you print.

   GCMP = Graduate Campus Copy
   UGCMC = Undergraduate Campus Copy

10. Select the Enrollment Override Defaults tab.

11. Type in the appropriate defaults based on your role and needs. There are no recommendations for basic inquiry users on this tab.

12. Locate and click the Show following tabs icon.


14. Type in the appropriate defaults based on your role and needs. Note: Depending on the Department that you are located in you may or may not use Communication Speed Keys.

15. For each additional Communication speed key row needed, click button, then follow step 14 above.

16. Select User 3C Groups Summary tab.

17. You will see only the 3C Update/Inquiry Group items to which you have access.
   - Note: The Update Indicator check box displays only if you are authorized to enter and edit data in the 3C group.
   - After access to data stored in PAWS is given, you can view the type of 3C access you have.

18. From any page in the User Defaults component, click button.
   - Note: will appear in the upper right corner of page.

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Clearing Your Browser’s Cache (Temporary Internet Folders)

Internet Explorer

Every so often you will want to clear out temporary Internet folders otherwise known as your cache. Follow this procedure if you notice things not working properly in Internet Explorer.

To clear your internet browser cache using Internet Explorer, follow these steps:

1. In your browser options select Tools.
2. Select Internet Options.
3. Click on the General tab.
4. Click on Delete Files in the Temporary Internet files area.
5. Click on button in the Delete Files dialog box.
6. Click on button.
Firefox

Every so often you will want to clear out temporary internet folders otherwise known as your 'cache'. Follow this procedure if you notice things not working properly in Firefox.

To clear your internet browser cache using Firefox, follow these steps:

<table>
<thead>
<tr>
<th>STEP</th>
<th>DESCRIPTION/ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>In your browser options select Tools.</td>
</tr>
<tr>
<td>2.</td>
<td>Select Clear Private Data.</td>
</tr>
<tr>
<td>3.</td>
<td>Note: If you wish to keep save passwords, make sure the Saved Passwords option is turned off as shown above.</td>
</tr>
<tr>
<td>4.</td>
<td>Click Clear Private Data Now button.</td>
</tr>
</tbody>
</table>

Requesting Technical Support for PAWS

If you have technical problems with PAWS, go to [www.paws.uwm.edu](http://www.paws.uwm.edu). Do not sign in; instead click on the Help tab.

Type in your ePanther ID:

Note: * fields are required.

The top portion of the below screen will be filled in for you based on the information that is available in the LDAP server.

Verify the information is correct and make any necessary change to your phone number. Make sure to select the appropriate role based on the specific issue you are having at the time of the Help Request. For example, if you are a staff member who is also a student trying to register for a class, select the Student role.

Click on Submit button.

When [Submit] is selected, the following page will appear:

Fill in as much information as you possibly can and select the [Submit] button.

Note: * fields are required.
When technical issues are submitted via the on-line help form, the information is added to the Help Desk’s knowledge system. Issues that arise are stored in a database and can be tracked for future reference.

UITS will forward your concern to the appropriate individual for resolution. You will receive an email with a ticket number. Use this ticket number when referring to the same problem in the future.

Training manuals, support materials, and on-line tutorials are all available on the PAWS Training website. If you have questions regarding PAWS training classes or need any type of documentation, go to www.pawstraining.uwm.edu.