

IAS ALERT



REE Tier 0 Help Desk New Hours

Effective January 2009, the Research, Education, and Economics mission area IAS Tier 0 Help Desk will be reduced to 3 days a week, Tuesday through Thursday from 8 a.m. to 4:30 p.m. eastern standard time. The 3-day schedule will run through August 2009. The Tier 0 Help Desk will be available 5 days a week during the month of September.

When the REE Tier 0 Help Desk is unavailable, all IAS users may contact the USDA IAS Help Desk to resolve issues or questions. The USDA IAS Help Desk is available to support all IAS Users Monday through Friday from 9 a.m. to 6 p.m. eastern standard time, and can be contacted by e-mail at ias-helpdesk@usda.gov, or by telephone at 1-888-IAS-1631 (1-888-427-1631). Voicemail is available for after hour inquiries.

If you have any questions regarding this Alert, please contact Angelia Fleming Loggie at 301-504-1730, or via e-mail at angelia.flemingloggje@ars.usda.gov.

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