

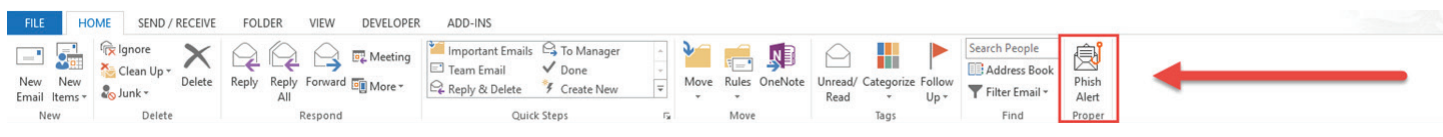
# IT

## CYBERSECURITY

We live in a world of electronic “cyber” attack and theft. Cybercriminals are relentless in their attempts to lure people to steal information, including financial and personal identities.



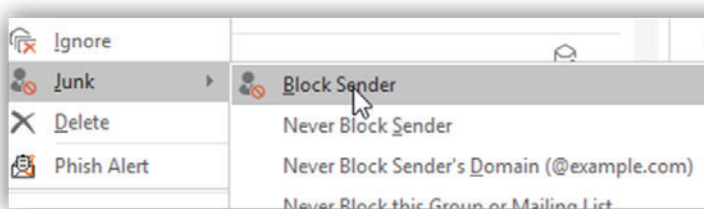
The **PHISH ALERT** button will save everyone time if something looks fraudulent. Highlight the email, and then click the button. It automatically reports the email to IT for investigation, then deletes it. No need to create a ticket or email to the help desk. Our I/T team will review the e-mail and notify you whether it is safe or not.



## SPAM Email

SPAM is junk mail. Good practice to save you time and reduce unwanted email is to:

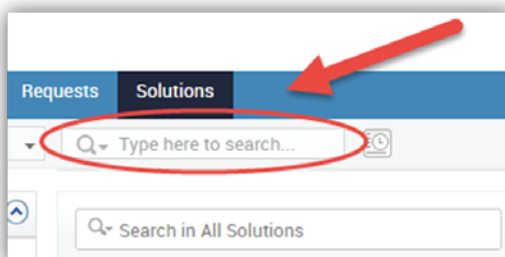
1. Highlight the email
2. [Right Click] > Junk > Block Sender



Future emails from this sender will go into the Junk mailbox.

## HELP

Save time by searching for common solutions to IT problems using the Service Desk Solutions page. Click <http://help.proper.net/SolutionsHome.do> or login to service desk below, and press **SOLUTIONS** button.



## SERVICE DESK

Service Desk is the ticketing and service measurement system used by IT and Maintenance to track a service incident, including change requests, break/fix reporting and answering questions. To get help, try these options:

### Critical issues or outages -

1. Call the IT support help desk line x9123 or (586) 408-9123, easy as **1-2-3**

### General issues

2. Press the Service Desk button on your desktop, tool bar, or browse to <http://help.proper.net> Login with your ID, then complete the basic information and attach any supporting screen shots or documentation.



\*\*\* This is the preferred method to log a ticket \*\*\*

3. Send an email to [servicedesk@proper.net](mailto:servicedesk@proper.net), which goes into a queue for assignment

**Dynamics allows MOBILE review and approvals.**

