

Service Desk for Tech Support

Our Proper IT Team is better able to help with computer related design and support services using our Service Desk ticket managing system. We track and measure ticket resolution to ensure optimal service is provided in a timely fashion. Our Service Desk manned phone hours are within Proper's regular business hours of 8AM – 5PM EST Eastern Time, Monday through Friday (excluding holidays). During off-hours, you can still call the help desk and leaving a message triggers Service Desk action.

Need help? Contact us through:

1. Service Desk

Simply navigate to servicedesk.propergroupintl.com in your web browser and create a ticket. Log on to **PME** using your domain credentials.

2. Telephone

Dial extension **9123** (586-408-9123) and an operator will log your request and assign it to a technician.

3. Email

Email it@propergroupintl.com a detailed description of your request including any error messages or screen shots.

Tips to help us better serve you:

1. Always get a ticket number; this ensures your request is logged into the system and will be completed according to its service level agreement (SLA).

2. Avoid contacting our technicians directly for new requests. Our technicians adhere to their current SLA times and will not always be able to immediately resolve an incident.

3. Include as much description as possible when creating new requests so that we can identify the best solution much quicker.

