




DRESNER GROUP

*IT support, solutions
& the occasional miracle*



Our Client Service Center (CSC) provides Help Desk Services to assist in the reporting and resolution of technical support issues. There are three (3) methods to request technical support:

FOR CRITICAL ISSUES


<p>Call</p> 	<p>(410) 531-6727</p> <p><u>24 hrs day x 7 days week</u></p>
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Calls are answered live from 8:30am through 6:00pm EST Monday through Friday. Calls outside these hours must leave a detailed voice mail message with the following information:


1. Your name and company name
2. Phone number where you can be reached to resolve the issue
3. Detailed description of the issue

** Messages regarding critical issues will be responded to within 30 minutes.

FOR NON-CRITICAL ISSUES

<p>E-mail</p> 	<p>Send an e-mail message Describing the technical support issue to</p> <p>helpdesk@dresnergroup.com</p>
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or

<p>Web</p> 	<ol style="list-style-type: none">1. Go to http://support.dresnergroup.com2. Select Support Request and fill out the Tech Support form.3. You may also login to the Client Access Portal
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