

Are you experiencing Technical Difficulties? ¿Estás experimentando dificultades técnicas?

To accommodate staff and students during Remote Learning for Plan C, the DPS IT Department has created **Remote Service Satellite Depot Stations**. These remote depot stations provide in-person, **appointment only**, walk-in technical support for students and staff who are having issues with their **DPS-issued devices (laptops, Chromebooks, tablets, hotspots)**.

Para servir al personal y a los estudiantes durante el aprendizaje remoto para el Plan C, el departamento de asistencia técnica de las Escuelas Públicas de Durham ha creado Estaciones de Servicio Satelital Remoto. Estas estaciones proporcionaran asistencia técnica en persona, sólo con cita previa y sin cita para estudiantes y personal que tengan problemas con sus dispositivos proporcionados por las Escuelas Públicas de Durham (computadoras portátiles, tabletas, puntos de acceso a internet inalámbrico).

NOTE:

Most device issues can be resolved over the phone with one of our **DPS IT Technicians**. For assistance, call the **DPS IT Helpdesk** directly at **919-560-3837**. A help desk ticket will be created and one of our technicians will be able to assist you with troubleshooting your issue. If the issue is cannot resolved over the phone, you will need to schedule an appointment to visit one of our **Remote Service Satellite Depot Stations**. **Appointments are REQUIRED!**

LA NOTA:

Por favor llame a este número **919-560-3837** y presione 2 para español.

DPS IT Help Desk Sites Appointments are REQUIRED!

Site	Days and Time of Service	Address
HAMLIN	Monday - Friday Hours of Operation: 9 AM - 12PM, 2PM - 4PM	1817 Hamlin Road, 27704
SDC	Monday and Wednesday Hours of Operation: 9 AM - 12PM, 1PM - 4PM	2107 Hillandale Road, 27705
BACON	Monday, Wednesday, Friday Hours of Operation: 9 AM - 12PM, 1PM - 4PM	808 Bacon Street, 27703
SOUTHERN HS	Monday and Wednesday Hours of Operation: 9 AM - 12PM, 1PM - 4PM	800 Clayton Road, 27703
JORDAN HS	Monday and Wednesday Hours of Operation: 9 AM - 12PM, 1PM - 4PM	6806 Garrett Road, 27707

Estaciones de Servicio Satelital Remoto
¡Es requerido hacer una cita!

Sitos	Días y horas de servicio	Dirección
HAMLIN	Lunes a Viernes Horas de operación: 9 AM - 12PM, 2PM - 4PM	1817 Hamlin Road, 27704
Centro de Capacitación del Personal (SDC)	Lunes y Miércoles Horas de operación: 9 AM - 12PM, 1PM - 4PM	2107 Hillandale Road, 27705
BACON	Lunes, Miércoles, Viernes Horas de operación: 9 AM - 12PM, 1PM - 4PM	808 Bacon Street, 27703
Escuela Preparatoria SOUTHERN HS	Lunes y Miércoles Horas de operación: 9 AM - 12PM, 1PM - 4PM	800 Clayton Road, 27703
Escuela Preparatoria JORDAN HS	Lunes y Miércoles Horas de operación: 9 AM - 12PM, 1PM - 4PM	6806 Garrett Road, 27707