

If your computer is experiencing issues that could not be resolved AFTER contacting the Y. E. Smith Help Desk, you may contact one of the satellite stations for service and repairs to DPS-issued devices (ex. Chromebook)

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 cannot be resolved over the phone, you will need to schedule an appointment to visit one of our **Remote Service Satellite Depot Stations**.

## Appointments are **REQUIRED!**

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