

DPS Trouble Shooting Depot Site

- [Are you Experiencing Technical Difficulties?](#)

Need tech support? Please submit your request to

ITSupport@dpsnc.net

or call 919-560-3837 and a DPS technician will reach out to you.

TECHNOLOGY SUPPORT



Welcome families to your tech support. Here you will find tips, tricks, and more to help you navigate your chromebook!

Chromebook Care & Troubleshooting

- [Caring for your Chromebook](#)
- [Como cuidar su computadora](#)
- [Chromebook Troubleshooting](#)
- [Diagnóstico y solución de problemas técnicos con la computadora](#)

Clever

- [Clever login instructions for students](#)
- [Instrucciones para que el estudiante inicie una sesión](#)

ZScaler

- [ZScaler Guidance - Logging in away from School](#)

Google Chrome Tips

- [Updating Google Chrome OS on a Chromebook](#)
- [Cómo actualizar Google Chrome OS](#)

How to get to NCED and Canvas

- Go directly to [NCED Cloud](#)
- Go to <https://canvas.dpsnc.net> then access NCEdcloud through the Student/Staff Login.
- Go to <https://clever.com/in/dpsnc> then click on NCEdcloud icon.

**There are also shortcut links to each of the above in the "Quick Links" section of the Forest View Homepage for quick and easy access!

DPS Support Resources

- [Parent Support Documents](#) (Spanish and English)
- [Zoom for Parents](#) (Spanish and English)
- [Canvas Tutorial](#)
- [DPS Student/Family Login Support Video](#)

- [Single Sign-On Modifications](#) (English)
- [Single Sign-On Modifications](#) (Spanish)
- [One-to-One \(1:1\) Student Device Handbook](#) and updated
- [Parent/Student One-to-One \(1:1\) Technology Agreement](#).

AT&T and Verizon Hotspots

- [Connecting to AT&T Moxie Hotspot](#) (English/Spanish)
- [AT&T Moxee Hotspot Troubleshooting](#) (English/Spanish)

- Connecting to Verizon Orbic Speed Hotspot-Please reach out via Support Form Below.
- [Verizon Hotspot Troubleshooting](#) (English/Spanish)