

## Technology Services Help Desk and Hotline Contacts

Tech Services staff is available to support students and employees during the school closure. A hotline has been organized by cluster to provide assistance. The hotline is open Monday – Friday, from 9 a.m. – 12 p.m. In addition, staff and students may submit a ticket to the UCPS Help Desk at any time.

**Staff:** <https://helpdesk.ucps.k12.nc.us>

**Students:** <https://studenthelpdesk.ucps.k12.nc.us>

| Cluster          | Support Number | Schools   |
|------------------|----------------|---|
| Weddington       | 704-292-7950   | Weddington ES/MS/HS, Antioch ES   |
| CATA             | 704-292-7951   | CATA, UCEC, Wolfe, WBEC, UC Virtual   |
| Central Services | 704-292-7952   |   |
| Cuthbertson      | 704-292-7953   | Cuthbertson MS/HS, Kensington ES, New Town ES                                     |
| Forest Hills     | 704-292-7954   | Forest Hills HS, East Union MS, Marshville ES, Rock Rest ES, Union ES, Wingate ES |
| Marvin           | 704-292-7955   | Marvin Ridge MS/HS, Marvin ES, Rea View ES, Sandy Ridge ES                        |
| Monroe           | 704-292-7956   | Monroe MS/HS, Benton Heights ES, East ES, Rocky River ES, Walter Bickett ES       |
| Parkwood         | 704-292-7957   | Parkwood MS/HS, Prospect ES, Waxhaw ES, Western Union ES                          |
| Porter Ridge     | 704-292-7958   | Porter Ridge ES/MS/HS, Hemby Bridge ES, Poplin ES, Sardis ES, Stallings ES        |
| Sun Valley       | 704-292-7959   | Sun Valley MS/HS, Indian Trail ES, Shiloh Valley ES/PS, Wesley Chapel ES          |
| Piedmont         | 704-292-7960   | Piedmont MS/HS, Fairview ES, New Salem ES, Unionville ES                          |