

## IT SUPPORT

To ensure that your needs are being met by our IT department, please follow the below procedures:

- All hardware and software requests, need to be sent to [support@dhgriffin.com](mailto:support@dhgriffin.com)
  - Within this request, please be VERY specific as to the issue you are having. For example, if your printer isn't working, please tell the printer make, model and the error message you are receiving.
  - Please give call back information with an office line and/or a cell phone number
- All wireless (cell phones) requests, need to be sent to [wirelessupport@dhgriffin.com](mailto:wirelessupport@dhgriffin.com)
  - Please be specific with the issue you are having with your phone
  - If you are placing an order for a new phone, your division manager must approve it first. Then please be specific as to the carrier and type of phone you are requesting
- IT Department Phone # 336-292-3596
- Wireless support #336-389-5421

By using the above two e-mail addresses when requesting assistance, we can ensure that all of the proper parties are seeing the ticket. Please do not send IT or wireless requests to an individual. This only delays IT's ability to respond in a timely manner.