Help Desk Support (HDS) Home

EITS Help Desk at the University of Georgia

Phone: 706-542-3106
E-mail: helpdesk@uga.edu
UGA Systems Status: status.uga.edu

Key Services

MyID, Accounts & ID Management

MyID & Passwords  Access Services  IDM System

Email & Collaboration

UGAMail  Listserv  Microsoft Office Downloads
OneDrive for Business  Blackboard Collaborate  SendFiles
Microsoft's Sway  Microsoft's Power BI  Microsoft's Skype for Business

Wireless, Network & Internet Access

PAWS-Secure Wireless  eduroam Wireless  Connecting a Smart TV
Internet Connection Guide  Web Hosting Service  Guest Wireless

Academics, Learning & Research

eLearning Commons (eLC)  MyUGA Portal  lynda.com
Research Computing  vLab  Print Kiosks
Qualtrics Surveys  Athena  Banner INB

Latest News

Housing Residents: Get connected to wireless service, wired service and cable TV service in your

Contact the EITS Help Desk

Telephone
706-542-3106

Request Support
http://www.eits.uga.edu/request

Chat with a Help Desk representative (8 a.m.- 5 p.m. Mon-Fri)

Email
helpdesk@uga.edu

UGA Systems Status
status.uga.edu

Fax
706-583-0890

Hours of Operation

Telephone Assistance
(706-542-3106)
- 7:30 a.m. - 7:30 p.m. (Monday - Thursday)
- 7:30 a.m. - 6:00 p.m. (Friday)
- 1:00 p.m. - 7:00 p.m. (Saturday - Sunday)

Chat
- 8:00 a.m. - 5 p.m. (Monday - Friday)

Closed for UGA home football games and when the University of Georgia closes operations.

Scheduled Maintenance
Help Desk resources maintenance schedule
Technologies Guides: Want to learn more about the technology services offered to students, faculty and staff at UGA? We have an IT guide for students and a technology guide for faculty and staff.

**EITS Help Desk Mission Statement**

The EITS Help Desk strives to provide professional first-tier technical support to the University of Georgia community. Our goal is to empower clients by making IT knowledge accessible. This is accomplished by providing a focused knowledge base and an efficient call center that acts as a single point of contact for UGA IT services.