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

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<table>
<thead>
<tr>
<th><strong>Contact the EITS Help Desk</strong></th>
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<tbody>
<tr>
<td><strong>Telephone</strong></td>
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<tr>
<td>706-542-3106</td>
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<tr>
<td><strong>Request Support</strong></td>
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<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
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<tr>
<td><strong>Chat with a Help Desk representative</strong> (8 a.m.- 5 p.m. Mon-Fri)</td>
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<td>Click Here to Chat With A Help Desk Representative</td>
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<td><strong>Email</strong></td>
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<tr>
<td><strong>Fax</strong></td>
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<td>706-583-0890</td>
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### 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
residence hall room. Learn how.

**Technology 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.

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**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.