Help Desk Support (HDS) Home

Need help setting up your MyID?
Welcome new Dawgs!

The EITS Help Desk will close at 7:30 p.m. on Wednesday, November 22 and remain closed through Sunday, November 26, for the Thanksgiving Holiday. We will reopen at 7:30 a.m. on Monday, November 27 for normal business hours. If you need assistance in setting up your MyID, you can submit a ticket at helpdesk@uga.edu or call us during normal business hours at 706-542-3106.

You can find instructions for setting up your MyID and MyID profile on our EITS Help Desk YouTube channel. You can find additional information about your MyID on our MyID FAQ page.

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)
Click Here to Chat With A Help Desk Representative

Email
helpdesk@uga.edu

UGA Systems Status
status.uga.edu

Fax
706-583-0890

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

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

EITS Help Desk at the University of Georgia

Phone: 706-542-3106

E-mail: helpdesk@uga.edu

UGA Systems Status: status.uga.edu

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

**Academics, Learning & Research**

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**Latest News**

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