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

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

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
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.