Help Desk Support (HDS) Home

Using ArchPass while traveling
Working or studying abroad this summer? Don't forget you'll still need ArchPass to access eLC, Athena, vLab, the VPN and the Employee Self-Service site.
Before you leave, remember to enroll additional devices or request a keychain token. You can find more tips on our Traveling with ArchPass page.

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

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<tr>
<th>MyID &amp; Passwords</th>
<th>Access Services</th>
<th>IDM System</th>
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Security

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<th>ArchPass</th>
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Email & Collaboration

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<tr>
<th>UGAMail</th>
<th>Listserv</th>
<th>Microsoft Office Downloads</th>
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<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
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<th>Microsoft's Sway</th>
<th>Microsoft's Power BI</th>
<th>Microsoft's Skype for Business</th>
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<tr>
<th>Wireless, Network &amp; Internet Access</th>
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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
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 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.