Help Desk Support (HDS) Home

Studying abroad this summer? Don't forget ArchPass
Working or studying abroad this summer?
You will still need ArchPass, UGA’s two-step login solution, to access UGA systems while overseas. Plan ahead, and figure out which method of authentication will work best for you. Learn more on our ArchPass for Traveler’s 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

| MyID & Passwords | Access Services | IDM System |

Security

ArchPass

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 |

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

EITS Policies, Standards, and Guidelines
Wireless, Network & Internet Access

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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](#).

**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.