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**

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.
Wireless, Network & Internet Access

<table>
<thead>
<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
</tr>
</tbody>
</table>

Academics, Learning & Research

<table>
<thead>
<tr>
<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research Computing</td>
<td>vLab</td>
<td>Print Kiosks</td>
</tr>
<tr>
<td>Qualtrics Surveys</td>
<td>Athena</td>
<td>Banner INB</td>
</tr>
</tbody>
</table>

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.