Welcome to Athens, new Bulldogs and families!
Coming to Athens for new student orientation this summer? Here’s a few things to remember:

- Don’t forget your MyID, MyID password, UGAMail address and UGA ID number.
- Need wifi while you’re visiting? Students, use PAWS-Secure. Families, try our self-service guest wifi network, UGA_Visitors_Wifi.
- Don’t know what kind of computer to buy? Here’s some tips.
- Visit our New to Campus site for more information.

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

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
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

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.