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

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<th>MyID &amp; Passwords</th>
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Security

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Email & Collaboration

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<td>Blackboard Collaborate</td>
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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

EITS Policies, Standards, and Guidelines
Microsoft's Sway  Microsoft's Power BI  Microsoft's Skype for Business

Wireless, Network & Internet Access

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Academics, Learning & Research

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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.