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.
- Enroll in ArchPass to access Athena, eLC and vLab.
- 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

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### Key Services

**MyID, Accounts & ID Management**

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<th>MyID &amp; Passwords</th>
<th>Access Services</th>
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**Security**

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**Email & Collaboration**

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<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</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

- 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.