Coming September 7: ArchPass for UGAMail and OneDrive for Business

Beginning September 7, you will need ArchPass, UGA’s two-step login solution, to log in to your UGAMail and OneDrive for Business when off-campus.

If you are a current UGA student, faculty or staff member and do not have a phone or tablet enrolled in ArchPass, you can enroll a device by visiting the Duo Self-Service Portal. You can find instructions for enrolling devices here.

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**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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**E-Mail & Collaboration**

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**Key Services**

**MyID, Accounts & ID Management**

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**Security**

| ArchPass |

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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

**Fax**

706-583-0890

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**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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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.