Help Desk Support (HDS) Home

ArchPass required for UGAMail and OneDrive for Business
Reminder: You now 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.

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, powered by Duo

Email & Collaboration

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<th>UGAMail</th>
<th>Listserv</th>
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<th>OneDrive for Business</th>
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<td>Microsoft's Sway</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
## 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.