EITS Help Desk Support (HDS) Home

**Update older email clients, web browsers to continue using Office 365**
On October 31, Microsoft will make updates to Office 365 applications that may affect your ability to access UGAMail.

Legacy applications, including Thunderbird, older versions of Mac Mail and others will no longer work. If you have one of these applications, you will need to update, or begin using a web browser to access your email.

The latest versions of Outlook for desktop and mobile devices will continue to work, as well as the latest version of Mac Mail and Mail for iOS. The latest versions of Chrome, Firefox and Safari will also work.

For a complete list of supported clients and browsers, please visit our UGAMail page.

If you are Mac user and need assistance with Outlook or Mac Mail, please visit our FAQs.

---

**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**

<table>
<thead>
<tr>
<th>MyID &amp; Passwords</th>
<th>Access Services</th>
<th>IDM System</th>
</tr>
</thead>
</table>

**Security**

ArchPass, powered by Duo

---

**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**

---
## Email & Collaboration

<table>
<thead>
<tr>
<th>Service</th>
<th>Service</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>UGAMail</td>
<td>Listserv</td>
<td>Microsoft Office Downloads</td>
</tr>
<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
</tr>
<tr>
<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
</tr>
</tbody>
</table>

## Wireless, Network & Internet Access

<table>
<thead>
<tr>
<th>Service</th>
<th>Service</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAWS-Secure Wireless</td>
<td>eduroam Wireless</td>
<td>Connecting a Smart TV</td>
</tr>
<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
</tr>
</tbody>
</table>

## Academics, Learning & Research

<table>
<thead>
<tr>
<th>Service</th>
<th>Service</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>eLearning Commons (eLC)</td>
<td>MyUGA Portal</td>
<td>lynda.com</td>
</tr>
<tr>
<td>Research Computing</td>
<td>vLab</td>
<td>Print Kiosks</td>
</tr>
<tr>
<td>Qualtrics Surveys</td>
<td>Athena</td>
<td>Banner INB</td>
</tr>
</tbody>
</table>

## 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.