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.

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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

**Key Services**

**MyID, Accounts & ID Management**

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

ArchPass, powered by Duo

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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**
### Email & Collaboration

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<th>Office Downloads</th>
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<td>OneDrive for Business</td>
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<tr>
<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
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### Wireless, Network & Internet Access

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<td>eduroam Wireless</td>
<td>Connecting a Smart TV</td>
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<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
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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.