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.

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 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

<table>
<thead>
<tr>
<th>ArchPass, powered by Duo</th>
</tr>
</thead>
</table>

Enterprise Information Technology Services
UNIVERSITY OF GEORGIA

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

<table>
<thead>
<tr>
<th>ArchPass, powered by Duo</th>
</tr>
</thead>
</table>
## Email & Collaboration

<table>
<thead>
<tr>
<th>UGAMail</th>
<th>Listserv</th>
<th>Microsoft Office Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OneDrive for Business</th>
<th>Blackboard Collaborate</th>
<th>SendFiles</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Microsoft's Sway</th>
<th>Microsoft's Power BI</th>
<th>Microsoft's Skype for Business</th>
</tr>
</thead>
</table>

## Wireless, Network & Internet Access

<table>
<thead>
<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Internet Connection Guide</th>
<th>Web Hosting Service</th>
<th>Guest Wireless</th>
</tr>
</thead>
</table>

## Academics, Learning & Research

<table>
<thead>
<tr>
<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Research Computing</th>
<th>vLab</th>
<th>Print Kiosks</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Qualtrics Surveys</th>
<th>Athena</th>
<th>Banner INB</th>
</tr>
</thead>
</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.