Help Desk Support (HDS) Home

**Help Desk closed**
The Help Desk will close at 5 p.m. **Wednesday, November 21** and remain closed through **Saturday, November 24** for the Thanksgiving holidays and the UGA-Georgia Tech game. We will open for regular weekend hours on **Sunday, November 25 at 1 p.m.** Happy Holidays and Wreck Tech!

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**New email policy prevents sharing of financial data, student records**
Effective December 1, stricter policies will be put in place in Office 365 to help prevent the sharing and storing of sensitive and restricted data via UGAMail and OneDrive for Business.

This includes HIPAA ePHI data, credit card data, bank account information and sensitive student records.

If you try to email messages or share files with any of these data types, you may be prevented from doing so. You will see a notification in your email client or web browser. You can find more information about this change on the [EITS website](http://www.eits.uga.edu/).

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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](http://status.uga.edu)

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**Key Services**

**MyID, Accounts & ID Management**

- [MyID & Passwords](#)
- Access Services
- IDM System

**Security**

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**Contact the EITS Help Desk**

<table>
<thead>
<tr>
<th>Telephone</th>
<th>706-542-3106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Support</td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td>Chat with a Help Desk representative</td>
<td>8 a.m.-5 p.m. Mon-Fri</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td>UGA Systems Status</td>
<td><a href="http://status.uga.edu">status.uga.edu</a></td>
</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
</tr>
</tbody>
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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

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**EITS Policies, Standards, and Guidelines**
Email & Collaboration

<table>
<thead>
<tr>
<th>UGAMail</th>
<th>Listserv</th>
<th>Microsoft Office Downloads</th>
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</thead>
<tbody>
<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>
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Wireless, Network & Internet Access

| PAWS-Secure Wireless       | eduroam Wireless       | Connecting a Smart TV |
| Internet Connection Guide       | Web Hosting Service       | Guest Wireless |

Academics, Learning & Research

| eLearning Commons (eLC)       | MyUGA Portal       | lynda.com |
| Research Computing          | vLab              | Print Kiosks |
| Qualtrics Surveys         | Athena            | Banner INB |

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.