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**
  - UGAMail
  - Listserv
  - Microsoft Office Downloads
  - OneDrive for Business
  - Blackboard Collaborate
  - SendFiles

---

**EITS Help Desk holiday hours**

The EITS Help Desk will close at 6 p.m. on Friday, December 21 for the winter holidays. We will remain closed through Sunday, December 30. We will be open for normal business hours, 7:30 a.m to 7 p.m., on Monday, December 31. We will be closed on Tuesday, January 1, for New Year’s Day. We will reopen for normal business hours on Wednesday, January 2.

---

**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**
Microsoft's Sway  Microsoft's Power BI  Microsoft's Skype for Business  

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.