Help Desk Support (HDS) Home

**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.

| 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 |

**Contact the EITS Help Desk**

- **Telephone**
  - 706-542-3106

- **Request Support**
  - [http://www.eits.uga.edu/request](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**

- 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.