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

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

---

## 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.

---

## UGA Systems Status

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

---

## EITS Policies, Standards, and Guidelines
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.