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
<table>
<thead>
<tr>
<th>Microsoft's Sway</th>
<th>Microsoft's Power BI</th>
<th>Microsoft's Skype for Business</th>
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**Wireless, Network & Internet Access**

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<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
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<tbody>
<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
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**Academics, Learning & Research**

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<tr>
<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
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<td>Research Computing</td>
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<td>Qualtrics Surveys</td>
<td>Athena</td>
<td>Banner INB</td>
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**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.