EITS Help Desk at the University of Georgia

Phone: 706-542-3106
E-mail: helpdesk@uga.edu
UGA Systems Status: status.uga.edu

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.

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

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
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<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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<th>PAWS-Secure Wireless</th>
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### Academics, Learning & Research

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<th>MyUGA Portal</th>
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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.