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.

Contact the EITS Help Desk

<table>
<thead>
<tr>
<th>Telephone</th>
<th>706-542-3106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Support</td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td>Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)</td>
<td><a href="http://www.eits.uga.edu/request">Click Here to Chat With A Help Desk Representative</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td>UGA Systems Status</td>
<td><a href="http://www.eits.uga.edu/request">status.uga.edu</a></td>
</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
</tr>
</tbody>
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Hours of Operation

Telephonic 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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EITS Help Desk at the University of Georgia

**Phone:** 706-542-3106  
**E-mail:** helpdesk@uga.edu

**UGA Systems Status:** [status.uga.edu](http://www.eits.uga.edu/request)

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

Wireless, Network & Internet Access

<table>
<thead>
<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
</tr>
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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

<table>
<thead>
<tr>
<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
</tr>
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<tbody>
<tr>
<td>Research Computing</td>
<td>vLab</td>
<td>Print Kiosks</td>
</tr>
<tr>
<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.