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>Contact the EITS Help Desk</th>
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<tbody>
<tr>
<td><strong>Telephone</strong></td>
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<tr>
<td>706-542-3106</td>
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<tr>
<td><strong>Request Support</strong></td>
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<tr>
<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 (8 a.m.-5 p.m. Mon-Fri)</strong></td>
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<tr>
<td>Click Here to Chat With A Help Desk Representative</td>
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<tr>
<td><strong>Email</strong></td>
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<tr>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
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<tr>
<td><strong>UGA Systems Status</strong></td>
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<td>status.uga.edu</td>
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<tr>
<td><strong>Fax</strong></td>
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<td>706-583-0890</td>
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**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**
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.