## 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.

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### 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

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### Academics, Learning & Research

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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.