EITS 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**

**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**

---

**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 |

---
### 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>
</thead>
<tbody>
<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
</tr>
</tbody>
</table>

### Academics, Learning & Research
<table>
<thead>
<tr>
<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
</tr>
</thead>
<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>
</tr>
</tbody>
</table>

### 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.