# 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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**EITS Help Desk at the University of Georgia**

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

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## Key Services

### MyID, Accounts & ID Management

<table>
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<tr>
<th>MyID &amp; Passwords</th>
<th>Access Services</th>
<th>IDM System</th>
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### Security

- **ArchPass, powered by Duo**

### Email & Collaboration

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<tr>
<th>UGAMail</th>
<th>Listserv</th>
<th>Microsoft Office Downloads</th>
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<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
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## 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**
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.