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.

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

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.