## 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

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<tr>
<th>UGAMail</th>
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<td>OneDrive for Business</td>
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#### Wireless, Network & Internet Access

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<td>Internet Connection Guide</td>
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### Academics, Learning & Research

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## Contact the EITS Help Desk

### Telephone

706-542-3106

### Request Support

[http://www.eits.uga.edu/request](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 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.