Help Desk Support (HDS) Home

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
PAWS-Secure Wireless  eduroam Wireless  Connecting a Smart TV
Internet Connection Guide  Web Hosting Service  Guest Wireless

Academics, Learning & Research

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 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.