# 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

<table>
<thead>
<tr>
<th>Contact the EITS Help Desk</th>
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</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
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<tr>
<td>706-542-3106</td>
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<tr>
<td><strong>Request Support</strong></td>
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<tr>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
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<tr>
<td><strong>Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)</strong></td>
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<tr>
<td>Click Here to Chat With A Help Desk Representative</td>
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<tr>
<td><strong>Email</strong></td>
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<tr>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
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<tr>
<td><strong>Fax</strong></td>
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<td>706-583-0890</td>
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## 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.