# 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

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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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<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
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<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
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### Wireless, Network & Internet Access

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<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
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<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
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### Academics, Learning & Research

- [EITS Policies, Standards, and Guidelines](http://www.eits.uga.edu/policies)

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### Hours of Operation

#### Telephone Assistance (706-542-3106)

- **Monday - Thursday:** 7:30 a.m. - 7:30 p.m.  
- **Friday:** 7:30 a.m. - 6:00 p.m.  
- **Saturday - Sunday:** 1:00 p.m. - 7:00 p.m.

#### Chat

- **Monday - Friday:** 8:00 a.m. - 5 p.m.  
- **Closed for UGA home football games and when the University of Georgia closes operations.**

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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

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### UITS 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.