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.