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

<table>
<thead>
<tr>
<th>MyID, Accounts &amp; ID Management</th>
<th>Access Services</th>
<th>IDM System</th>
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</thead>
<tbody>
<tr>
<td>MyID &amp; Passwords</td>
<td>Access Services</td>
<td>IDM System</td>
</tr>
</tbody>
</table>

### 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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<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
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<tr>
<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
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<thead>
<tr>
<th>Wireless, Network &amp; Internet Access</th>
<th>Connecting a Smart TV</th>
<th>Guest Wireless</th>
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<tr>
<td>PAWS-Secure Wireless</td>
<td>eduroam Wireless</td>
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<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
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</tbody>
</table>

### 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.

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<tr>
<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
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<tbody>
<tr>
<td>Research Computing</td>
<td>vLab</td>
<td>Print Kiosks</td>
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<td>Qualtrics Surveys</td>
<td>Athena</td>
<td>Banner INB</td>
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