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.

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