**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**
- **Groups**
- **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**

### Contacts

#### 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

#### 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.