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.