# 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

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## Contact the EITS Help Desk

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
<td>706-542-3106</td>
</tr>
<tr>
<td><strong>Request Support</strong></td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td><strong>Chat with a Help Desk representative</strong></td>
<td>(8 a.m.-5 p.m. Mon-Fri) Click Here to Chat With A Help Desk Representative</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>706-583-0890</td>
</tr>
</tbody>
</table>

## UGA Systems Status

[status.uga.edu](http://status.uga.edu)

## 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.