## 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

<table>
<thead>
<tr>
<th>Service</th>
<th>Information</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)</td>
</tr>
<tr>
<td><strong>Click Here to Chat With A Help Desk Representative</strong></td>
<td></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>
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### 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.