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.