EITS 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**

<table>
<thead>
<tr>
<th>MyID &amp; Passwords</th>
<th>Access Services</th>
<th>IDM System</th>
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**Security**

<table>
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<tr>
<th>ArchPass, powered by Duo</th>
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**Email & Collaboration**

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<thead>
<tr>
<th>UGAMail</th>
<th>Listserv</th>
<th>Microsoft Office Downloads</th>
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<tbody>
<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
</tr>
<tr>
<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
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**Wireless, Network & Internet Access**

<table>
<thead>
<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
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<tbody>
<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
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**Academics, Learning & Research**

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### Contact the EITS Help Desk

<table>
<thead>
<tr>
<th><strong>Telephone</strong></th>
<th>706-542-3106</th>
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| **Request Support** | [http://www.eits.uga.edu/request](http://www.eits.uga.edu/request) |

<table>
<thead>
<tr>
<th><strong>Chat with a Help Desk representative</strong></th>
<th>(8 a.m.-5 p.m. Mon-Fri)</th>
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</thead>
<tbody>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
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<tr>
<th><strong>UGA Systems Status</strong></th>
<th>status.uga.edu</th>
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</table>

| **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.