EITS Help Desk at the University of Georgia

**Phone:** 706-542-3106

**E-mail:** helpdesk@uga.edu

**UGA Systems Status:** status.uga.edu

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### 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

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<th>ArchPass, powered by Duo</th>
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#### Email & Collaboration

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

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<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
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<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
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### Contact the EITS Help Desk

- **Telephone**
  - 706-542-3106

- **Request Support**
  - [http://www.eits.uga.edu/request](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](https://www.eits.uga.edu/chat)

- **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

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**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.