## 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

<table>
<thead>
<tr>
<th>MyID, Accounts &amp; ID Management</th>
<th>Security</th>
<th>Email &amp; Collaboration</th>
<th>Wireless, Network &amp; Internet Access</th>
<th>Academics, Learning &amp; Research</th>
</tr>
</thead>
<tbody>
<tr>
<td>MyID &amp; Passwords</td>
<td>Access Services</td>
<td>IDM System</td>
<td>ArchPass, powered by Duo</td>
<td>PAWS-Secure Wireless</td>
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<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
<td>eduroam Wireless</td>
<td>Internet Connection Guide</td>
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<tr>
<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
</tr>
</tbody>
</table>

### Contact the EITS Help Desk

<table>
<thead>
<tr>
<th>Phone</th>
<th>Request Support</th>
<th>Chat with a Help Desk representative</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>706-542-3106</td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
<td>8 a.m.-5 p.m. Mon-Fri</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
</tbody>
</table>

### UGA Systems Status

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