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

- MyID & Passwords
- Access Services
- IDM System

#### Security

- ArchPass, powered by Duo

#### Email & Collaboration

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#### Wireless, Network & Internet Access

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### 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**
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**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.