## 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**
- 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

### 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](http://www.eits.uga.edu/request)

**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**
<table>
<thead>
<tr>
<th>EITS Help Desk Mission Statement</th>
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<tr>
<td>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.</td>
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