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

- **Academics, Learning & Research**

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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**
**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.