## Contact the EITS Help Desk

<table>
<thead>
<tr>
<th>Telephone</th>
<th>706-542-3106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Support</td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td>Chat with a Help Desk representative</td>
<td>(8 a.m.-5 p.m. Mon-Fri)</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
</tr>
</tbody>
</table>

## UGA Systems Status

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

## 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 at the University of Georgia

**Phone:** 706-542-3106  
**E-mail:** helpdesk@uga.edu  
**UGA Systems Status:** [status.uga.edu](http://status.uga.edu)

### Key Services

#### MyID, Accounts & ID Management

- MyID & Passwords  
- Access Services  
- IDM System

#### Security

- ArchPass, powered by Duo

#### Email & Collaboration

<table>
<thead>
<tr>
<th>UGAMail</th>
<th>Listserv</th>
<th>Microsoft Office Downloads</th>
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<tbody>
<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
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<tr>
<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
</tr>
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</table>

#### Wireless, Network & Internet Access

<table>
<thead>
<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
</tr>
</tbody>
</table>

### Academics, Learning & Research

- [Enterprise Information Technology Services](http://www.eits.uga.edu/)
- [MyID, Accounts & ID Management](http://myid.uga.edu/)
- [Security](http://www.uga.edu/security/)
- [Email & Collaboration](http://www.uga.edu/email/)
- [Wireless, Network & Internet Access](http://www.uga.edu/network/)
- [Academics, Learning & Research](http://www.uga.edu/academics/)

- [UGAMail](http://ugamail.uga.edu/)
- [Listserv](http://listserv.uga.edu/)
- [Microsoft Office Downloads](http://www.microsoft.com/en-us/download/)
- [OneDrive for Business](http://onedrive.uga.edu/)
- [Microsoft's Sway](http://www.microsoft.com/en-us/)
- [Microsoft's Power BI](http://www.microsoft.com/en-us/)
- [Microsoft's Skype for Business](http://www.microsoft.com/en-us/)
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.