Help Desk Support (HDS) Home

**March 9 UGA Network Maintenance:** EITS will conduct network maintenance on Saturday, March 9 beginning at 8:00 a.m. This maintenance will result in an outage of campus Internet access and campus information systems on March 9. Additional information about this maintenance is available on status.uga.edu.

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**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**
  - 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**

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**Contact the EITS Help Desk**

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
<td>706-542-3106</td>
</tr>
<tr>
<td><strong>Request Support</strong></td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td><strong>Chat with a Help Desk representative</strong></td>
<td>(8 a.m.-5 p.m. Mon-Fri)</td>
</tr>
<tr>
<td><strong>Click Here to Chat With A Help Desk Representative</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>706-583-0890</td>
</tr>
</tbody>
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**Hours of Operation**

**Telephone Assistance (706-542-3106)**

- **March 9 UGA Network Maintenance**
  - 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.