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.

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

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.