### 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

### March 9 UGA Network Maintenance
EITS will conduct network maintenance on Saturday, March 9 beginning at 8:00 am. 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.

### 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>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><strong>Fax</strong></td>
<td>706-583-0890</td>
</tr>
</tbody>
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### UGA Systems Status
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 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.