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**

<table>
<thead>
<tr>
<th>MyID &amp; Passwords</th>
<th>Access Services</th>
<th>IDM System</th>
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</thead>
</table>

**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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| Microsoft's Sway | Microsoft's Power BI | Microsoft's Skype for Business |

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**Wireless, Network & Internet Access**

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**Contact the EITS Help Desk**

<table>
<thead>
<tr>
<th>Telephone</th>
<th>Request Support</th>
<th>Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)</th>
</tr>
</thead>
<tbody>
<tr>
<td>706-542-3106</td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
<td>Click Here to Chat With A Help Desk Representative</td>
</tr>
</tbody>
</table>

**Email**

helpdesk@uga.edu

**Fax**

706-583-0890

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**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.