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**

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<tr>
<th>MyID &amp; Passwords</th>
<th>Access Services</th>
<th>IDM System</th>
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**Security**

| ArchPass, powered by Duo |

**Email & Collaboration**

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<th>UGAMail</th>
<th>Listserv</th>
<th>Microsoft Office Downloads</th>
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<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
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<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
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**Wireless, Network & Internet Access**

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**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

**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**
<table>
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<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
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<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
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**Academics, Learning & Research**

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<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
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<tr>
<td>Research Computing</td>
<td>vLab</td>
<td>Print Kiosks</td>
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<td>Qualtrics Surveys</td>
<td>Athena</td>
<td>Banner INB</td>
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**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.