**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

<table>
<thead>
<tr>
<th>MyID, Accounts &amp; ID Management</th>
<th></th>
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<tbody>
<tr>
<td>MyID &amp; Passwords</td>
<td>Access Services</td>
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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>
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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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**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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**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**
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<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
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<tr>
<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.