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**

- [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**

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**Contact the EITS Help Desk**

**Telephone**  
706-542-3106

**Request Support**  
[http://www.eits.uga.edu/request](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.