**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**

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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](http://status.uga.edu).

### 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**
## 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.