**Help Desk Support (HDS) Home**

**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

<table>
<thead>
<tr>
<th>UGAMail</th>
<th>Listserv</th>
<th>Microsoft Office Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
</tr>
<tr>
<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
</tr>
</tbody>
</table>

### Wireless, Network & Internet Access

---

**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.

**Contact the EITS Help Desk**

<table>
<thead>
<tr>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>706-542-3106</td>
</tr>
</tbody>
</table>

**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.