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

**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

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**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.