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

<table>
<thead>
<tr>
<th>MyID, Accounts &amp; ID Management</th>
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<tbody>
<tr>
<td><strong>MyID &amp; Passwords</strong></td>
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### Security

- ArchPass, powered by Duo

### Email & Collaboration

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

### 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.