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](http://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](http://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](http://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.

| PAWS-Secure Wireless                          | eduroam Wireless                  | Connecting a Smart TV |
| Internet Connection Guide                    | Web Hosting Service               | Guest Wireless        |

#### Academics, Learning & Research

| eLearning Commons (eLC)                      | MyUGA Portal                      | lynda.com             |
| Research Computing                           | vLab                               | Print Kiosks          |
| Qualtrics Surveys                            | Athena                             | Banner INB            |