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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### 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

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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

**Fax**

- 706-583-0890

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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.