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

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

- ArchPass, powered by Duo

### Email & Collaboration

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<tr>
<td>UGAMail</td>
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<tr>
<td>OneDrive for Business</td>
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<td>Microsoft's Sway</td>
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### Wireless, Network & Internet Access

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**

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**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.
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.