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**

<table>
<thead>
<tr>
<th>Telephone</th>
<th>706-542-3106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Support</td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td>Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)</td>
<td><a href="#">Click Here to Chat With A Help Desk Representative</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
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<tr>
<td><strong>Hours of Operation</strong></td>
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<tr>
<td><strong>Telephone Assistance</strong> (706-542-3106)</td>
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</tbody>
</table>
| - 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. |

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**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.