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.

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

MyID, Accounts & ID Management

| MyID & Passwords | Access Services | IDM System |

Security

ArchPass, powered by Duo

Email & Collaboration

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

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
<table>
<thead>
<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
</tr>
</tbody>
</table>

### Academics, Learning & Research

<table>
<thead>
<tr>
<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research Computing</td>
<td>vLab</td>
<td>Print Kiosks</td>
</tr>
<tr>
<td>Qualtrics Surveys</td>
<td>Athena</td>
<td>Banner INB</td>
</tr>
</tbody>
</table>

### 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.