# 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.

## 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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## UGA Systems Status

status.uga.edu

## 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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**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

- 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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<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
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<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
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**Academics, Learning & Research**

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