Help Desk Support (HDS) Home

[Image]

**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**
- PAWS-Secure Wireless  
- eduroam Wireless  
- Connecting a Smart TV
- Internet Connection Guide  
- Web Hosting Service  
- Guest Wireless

**Academics, Learning & Research**
- eLearning Commons (eLC)  
- MyUGA Portal  
- lynda.com
- Research Computing  
- vLab  
- Print Kiosks

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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](http://www.eits.uga.edu/request)

- **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**
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.