EITS 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**

- 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
  - Internet Connection Guide  
  - Web Hosting Service  
  - Guest Wireless

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

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**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

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**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.