# 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  
- 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

**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
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.