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

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### 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

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<th>Telephone</th>
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**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](#)

**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 resource 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.