# 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**

---

## 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</td>
<td>(8 a.m.-5 p.m. Mon-Fri)</td>
</tr>
<tr>
<td>Chat</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>UGA Systems Status</td>
<td><a href="status.uga.edu">status.uga.edu</a></td>
</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
</tr>
</tbody>
</table>

## 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.

## EITS Policies, Standards, and Guidelines

Help Desk resources maintenance schedule
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.