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.