EITS Help Desk Support 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

#### Telephone

- **706-542-3106**

#### 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 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.