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>
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<tr>
<td>Chat with a Help Desk representative</td>
<td>8 a.m.-5 p.m. Mon-Fri</td>
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<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
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<tr>
<td>Hours of Operation</td>
<td></td>
</tr>
<tr>
<td>Telephone Assistance</td>
<td>(706-542-3106)</td>
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<tr>
<td></td>
<td>7:30 a.m. - 7:30 p.m. (Monday - Thursday)</td>
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<td></td>
<td>7:30 a.m. - 6:00 p.m. (Friday)</td>
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<td></td>
<td>1:00 p.m. - 7:00 p.m. (Saturday - Sunday)</td>
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<tr>
<td>Chat</td>
<td>8:00 a.m. - 5 p.m. (Monday - Friday)</td>
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<tr>
<td></td>
<td>Closed for UGA home football games and when the University of Georgia closes operations.</td>
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<tr>
<td>Scheduled Maintenance</td>
<td>Help Desk resources maintenance schedule</td>
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<tr>
<td>EITS Policies, Standards, and Guidelines</td>
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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.