### 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

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
<td>706-542-3106</td>
</tr>
<tr>
<td><strong>Request Support</strong></td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td><strong>Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)</strong></td>
<td><a href="#">Click Here to Chat With A Help Desk Representative</a></td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td><strong>UGA Systems Status</strong></td>
<td>status.uga.edu</td>
</tr>
<tr>
<td><strong>Fax</strong></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.

### 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.