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

**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.