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>
</tr>
<tr>
<td>Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)</td>
<td><a href="http://www.eits.uga.edu/request">Click Here to Chat With A Help Desk Representative</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
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<tr>
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</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
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Hours of Operation

<table>
<thead>
<tr>
<th>Telephone Assistance (706-542-3106)</th>
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</thead>
<tbody>
<tr>
<td>• 7:30 a.m. - 7:30 p.m. (Monday - Thursday)</td>
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<tr>
<td>• 7:30 a.m. - 6:00 p.m. (Friday)</td>
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<tr>
<td>• 1:00 p.m. - 7:00 p.m. (Saturday - Sunday)</td>
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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.