# 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

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<tr>
<th><strong>Telephone</strong></th>
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<td>706-542-3106</td>
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**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](http://www.eits.uga.edu/chat)

**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.