# Help Desk Support (HDS) Home

Check out our new Knowledge Base!

## Top Articles:
- How do I switch Duo authentication to a new device?
- How to Install Office 365
- ArchPass Enrollment Guide
- What is a MyID?

## Key Services
- **MyID, Accounts & ID Management**
  - MyID & Passwords
  - IDM Tool
- **Security**
  - ArchPass, powered by Duo
- **Email & Collaboration**
  - UGAMail
  - Listserv
  - Microsoft Office
  - OneDrive for Business
  - Blackboard Collaborate
  - SendFiles
- **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
  - vLab
  - Print Kiosks
  - Qualtrics Surveys
  - Athena
  - Banner Administrative Pages

## 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 core IT services.

## 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**