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