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

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
</tr>
<tr>
<td><strong>Request Support</strong></td>
</tr>
<tr>
<td><strong>Chat with a Help Desk representative</strong> (8 a.m.- 5 p.m. Mon-Fri)</td>
</tr>
<tr>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><strong>UGA Systems Status</strong></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
</tr>
</tbody>
</table>

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