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 Method</th>
<th>Information</th>
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<tbody>
<tr>
<td>Telephone</td>
<td>706-542-3106</td>
</tr>
<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</td>
<td>Chat representative (8 a.m.-5 p.m. Mon-Fri)</td>
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<tr>
<td></td>
<td>Click Here to Chat With A Help Desk Representative</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
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<td>UGA Systems Status</td>
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<td>status.uga.edu</td>
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<tr>
<td>Fax</td>
<td>706-583-0890</td>
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</tbody>
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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