Network maintenance Jan. 25 essential to support network upgrade

On Saturday, January 25, beginning at 6 a.m., EITS will conduct a Data Center Maintenance. This maintenance will result in an outage of campus Internet access and campus information systems. This maintenance is necessary to support an expansion and upgrade of network services that will allow EITS to continue to provide ample bandwidth and capacity for the University. Learn more here.

Check out our new Knowledge Base!
The EITS Help Desk knowledge base has hundreds of articles available to assist the campus community.

Top Articles:
How to Setup your UGA MyID and MyID Profile
I am a student. How do I receive a MyID?
What is a MyID?
I just changed my MyID password, why can’t I login?

Our Service Catalogue
A list of EITS provided services.

Key Services
MyID, Accounts & ID Management
MyID &Passwords  IDM Tool  Web Hosting Service

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  Guest Wireless

Academics, Learning & Research
eLearning Commons (eLC)  Athena  Qualtrics Surveys
Banner Administrative Pages  vLab  Print Kiosks

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
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.