Help Desk Support (HDS) Home

Network maintenances Jan. 25, March 7 essential to support network upgrade

On Saturday, January 25, and Saturday, March 7, beginning at 6 a.m., EITS will conduct network maintenances. These maintenances will result in outages of campus Internet access and campus information systems. These maintenances are 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

Contact the EITS Help Desk

<table>
<thead>
<tr>
<th>Telephone</th>
<th>706-542-3106</th>
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<tbody>
<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>representative (8 a.m.- 5 p.m. Mon-Fri)</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td>UGA Systems Status</td>
<td>status.uga.edu</td>
</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
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Hours of Operation

<table>
<thead>
<tr>
<th>Telephone Assistance (706-542-3106)</th>
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<tbody>
<tr>
<td>• 7:30 a.m. - 7:30 p.m. (Monday - Thursday)</td>
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<tr>
<td>• 7:30 a.m. - 6:00 p.m. (Friday)</td>
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<tr>
<td>• 1:00 p.m. - 7:00 p.m. (Saturday - Sunday)</td>
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<table>
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<tr>
<th>Chat</th>
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<tr>
<td>• 8:00 a.m. - 5 p.m. (Monday - Friday)</td>
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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.