Help Desk Support (HDS) Home

**Please be advised** starting March 17, 2020 EITS Help Desk will be updating operational hours. Assistance will be available Monday to Friday: 8am to 5 pm and Saturday/Sunday: 1 pm to 7pm via email: helpdesk@uga.edu or chat: hd.support.uga.edu

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
- Security
- Email & Collaboration
- Wireless, Network & Internet Access

**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

Contact the EITS Help Desk

<table>
<thead>
<tr>
<th>Email</th>
<th>request Support</th>
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<tr>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
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Chat with a Help Desk representative (8 a.m.- 5 p.m. Mon-Fri)

Click Here to Chat With A Help Desk Representative

UGA Systems Status

status.uga.edu

Fax

706-583-0890

**Hours of Operation**

**Chat**
- 8:00 a.m. - 5 p.m. (Monday - Friday)

**Telephone Assistance**
(706-542-3106)
- 8:00 a.m. - 5:00 p.m. (Monday - Friday)
- 1:00 p.m. - 7:00 p.m. (Saturday - Sunday)

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.