**Help Desk Support (HDS) Home**

**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

**EITS Help Desk Mission Statement**

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**Contact the EITS Help Desk**

**Email**
helpdesk@uga.edu

**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

**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)

- 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)

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**
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.