### 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

### Contact the EITS Help Desk

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td><strong>Request Support</strong></td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td><strong>Chat with a Help Desk representative (8 a.m.- 5 p.m. Mon-Fri)</strong></td>
<td><a href="#">Click Here to Chat With A Help Desk Representative</a></td>
</tr>
<tr>
<td><strong>UGA Systems Status</strong></td>
<td><a href="status.uga.edu">status.uga.edu</a></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>706-583-0890</td>
</tr>
</tbody>
</table>

### 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.