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

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.