### 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

*An 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
  - 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**

<table>
<thead>
<tr>
<th>Method</th>
<th>Details</th>
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<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td>Request</td>
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</tr>
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<td>Chat</td>
<td>Click Here to Chat With A Help Desk</td>
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<td>Representative</td>
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<tr>
<td>Fax</td>
<td>706-583-0890</td>
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</tbody>
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**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.