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
- 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>Email</th>
<th><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></th>
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</thead>
<tbody>
<tr>
<td>Request Support</td>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
</tr>
<tr>
<td>Chat with a Help Desk representative</td>
<td><a href="#">Click Here to Chat With A Help Desk Representative</a></td>
</tr>
<tr>
<td>UGA Systems Status</td>
<td><a href="http://status.uga.edu">status.uga.edu</a></td>
</tr>
<tr>
<td>Fax</td>
<td>706-583-0890</td>
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Hours of Operation

<table>
<thead>
<tr>
<th>Chat</th>
<th>8:00 a.m. - 5 p.m. (Monday - Friday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Assistance</td>
<td>(706-542-3106)</td>
</tr>
<tr>
<td></td>
<td>• 7:30 a.m. - 7:30 p.m. (Monday - Thursday)</td>
</tr>
<tr>
<td></td>
<td>• 7:30 a.m. - 6:00 p.m. (Friday)</td>
</tr>
<tr>
<td></td>
<td>• 1:00 p.m. - 7:00 p.m. (Saturday - Sunday)</td>
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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.