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

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<th>Email</th>
<th><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></th>
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Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)

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**UGA Systems Status**

[status.uga.edu](http://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.