Fall Network Maintenance: EITS will conduct network maintenance that will result in periodic, intermittent outages of campus Internet access and campus information systems on Sunday, October 23, 2022 from 6:00 a.m. until midnight. For more information visit our Fall Network Maintenance Story.

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 |

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. (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
EITS Help Desk Mission Statement

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.