EITS Help Desk at the University of Georgia

**Phone:** 706-542-3106  
**E-mail:** helpdesk@uga.edu  
**UGA Systems Status:** status.uga.edu

### Key Services

**MyID, Accounts & ID Management**

- MyID & Passwords
- Access Services
- IDM System

**Email & Collaboration**

- UGAMail
- Listserv
- Microsoft Office Downloads
- OneDrive for Business
- Blackboard Collaborate
- SendFiles
- Microsoft's Sway
- Microsoft's Power BI
- Microsoft's Skype for Business

**Wireless, Network & Internet Access**

- PAWS-Secure Wireless
- eduroam Wireless
- Connecting a Smart TV
- Internet Connection Guide
- Web Hosting Service
- Guest Wireless

**Academics, Learning & Research**

- eLearning Commons (eLC)
- MyUGA Portal
- lynda.com
- Research Computing
- vLab
- Print Kiosks
- Qualtrics Surveys
- Athena
- Banner INB

**Latest News**

**Housing Residents:** Get connected to wireless service, wired service and cable TV service in your
residence hall room. Learn how.

**Technology Guides:** Want to learn more about the technology services offered to students, faculty and staff at UGA? We have an IT guide for students and a technology guide for faculty and staff.

**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 IT services.