Help Desk Support (HDS) Home

**Coming Soon: ArchPass two-step login required for eLC, Athena, Employee Self-Service site**
In mid-March, the login process for several UGA systems will change. Students, faculty and staff will need to use ArchPass. UGA’s two-step login solution, powered by DUO, to access the following:

- eLearning Commons, for users with a MyID ([elc.uga.edu](http://elc.uga.edu)), effective March 12
- Employee Self-Service Site ([employee.uga.edu](http://employee.uga.edu)), effective March 12
- Athena ([athena.uga.edu](http://athena.uga.edu)), effective March 23

When logging in to each of these systems, you will enter your MyID and password, and then verify your ID with a phone or tablet enrolled in DUO.

Requiring ArchPass for these systems helps ensure the continued security of student and employee data.

Enroll your devices and find more info at [archpass.uga.edu](http://archpass.uga.edu).

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**EITS Help Desk at the University of Georgia**

*Phone:* 706-542-3106  
*Email:* helpdesk@uga.edu  
*UGA Systems Status:* [status.uga.edu](http://status.uga.edu)

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**Key Services**

**MyID, Accounts & ID Management**

<table>
<thead>
<tr>
<th>MyID &amp; Passwords</th>
<th>Access Services</th>
<th>IDM System</th>
</tr>
</thead>
</table>

**Email & Collaboration**

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**Contact the EITS Help Desk**

**Telephone**

706-542-3106

**Request Support**

[http://www.eits.uga.edu/request](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](http://www.eits.uga.edu/request)

**Email**

helpdesk@uga.edu

**UGA Systems Status**

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

**Fax**

706-583-0890

**Hours of Operation**

**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)

**Chat**

- 8:00 a.m. - 5 p.m. (Monday - Friday)

Closed for UGA home football games and when the University of Georgia closes operations.

**Scheduled Maintenance**

Help Desk resources maintenance schedule
Wireless, Network & Internet Access

<table>
<thead>
<tr>
<th>PAWS-Secure Wireless</th>
<th>eduroam Wireless</th>
<th>Connecting a Smart TV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Connection Guide</td>
<td>Web Hosting Service</td>
<td>Guest Wireless</td>
</tr>
</tbody>
</table>

Academics, Learning & Research

<table>
<thead>
<tr>
<th>eLearning Commons (eLC)</th>
<th>MyUGA Portal</th>
<th>lynda.com</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research Computing</td>
<td>vLab</td>
<td>Print Kiosks</td>
</tr>
<tr>
<td>Qualtrics Surveys</td>
<td>Athena</td>
<td>Banner INB</td>
</tr>
</tbody>
</table>

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.