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](elc.uga.edu)), effective March 12
- Employee Self-Service Site ([employee.uga.edu](employee.uga.edu)), effective March 12
- Athena ([athena.uga.edu](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](archpass.uga.edu).

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

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

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**Key Services**

**MyID, Accounts & ID Management**

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<th>MyID &amp; Passwords</th>
<th>Access Services</th>
<th>IDM System</th>
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**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](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

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Academics, Learning & Research

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<td>Qualtrics Surveys</td>
<td>Athena</td>
<td>Banner INB</td>
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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.