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), effective March 12
- Employee Self-Service Site (employee.uga.edu), effective March 12
- Athena (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.

Contact the EITS Help Desk

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<th>Contact the EITS Help Desk</th>
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<tbody>
<tr>
<td>Telephone</td>
</tr>
<tr>
<td>706-542-3106</td>
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<tr>
<td>Request Support</td>
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<tr>
<td><a href="http://www.eits.uga.edu/request">http://www.eits.uga.edu/request</a></td>
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<tr>
<td>Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri)</td>
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<tr>
<td>Click Here to Chat With A Help Desk Representative</td>
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<td><a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
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<tr>
<td>UGA Systems Status</td>
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<tr>
<td>status.uga.edu</td>
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<tr>
<td>Fax</td>
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<tr>
<td>706-583-0890</td>
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<tr>
<td>Hours of Operation</td>
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<tr>
<td>Telephone Assistance</td>
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<tr>
<td>(706-542-3106)</td>
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<tr>
<td>- 7:30 a.m. - 7:30 p.m. (Monday - Thursday)</td>
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<td>- 7:30 a.m. - 6:00 p.m. (Friday)</td>
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<tr>
<td>- 1:00 p.m. - 7:00 p.m. (Saturday - Sunday)</td>
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<tr>
<td>Chat</td>
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<tr>
<td>- 8:00 a.m. - 5 p.m. (Monday - Friday)</td>
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<td>Closed for UGA home football games and when the University of Georgia closes operations.</td>
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<td>Scheduled Maintenance</td>
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<td>Help Desk resources maintenance schedule</td>
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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

Key Services

MyID, Accounts & ID Management

| MyID & Passwords | Access Services | IDM System |

Email & Collaboration
**Wireless, Network & Internet Access**

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<th>Service</th>
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<td>eduroam Wireless</td>
<td>Connecting a Smart TV</td>
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<tr>
<td>Internet Connection Guide</td>
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**Academics, Learning & Research**

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<tbody>
<tr>
<td>eLearning Commons (eLC)</td>
<td>MyUGA Portal</td>
<td>lynda.com</td>
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<td>Research Computing</td>
<td>vLab</td>
<td>Print Kiosks</td>
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<tr>
<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.