ArchPass two-step login required for eLC, Athena, Employee Self-Service site

Students, faculty and staff are required to use ArchPass, UGA’s two-step login solution, powered by DUO, to access the eLearning Commons (eLC), the Employee Self-Service site, and Athena.

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. If you don’t have a device enrolled, you will be prompted to enroll the first time you log in to one of these systems.

If you are enrolling in classes at UGA for the first time in summer 2018 or fall 2018, you are not required to use ArchPass to access eLC, vLab or Athena at this time, and will not be able to enroll devices. **Incoming students will be able to enroll devices beginning August 3, 2018.**

Find more info at archpass.uga.edu.

---

**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**

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

**Security**

- ArchPass

---

**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](#)

**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
Email & Collaboration

<table>
<thead>
<tr>
<th>Email &amp; Collaboration</th>
<th>Email &amp; Collaboration</th>
<th>Email &amp; Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td>UGAMail</td>
<td>Listserv</td>
<td>Microsoft Office Downloads</td>
</tr>
<tr>
<td>OneDrive for Business</td>
<td>Blackboard Collaborate</td>
<td>SendFiles</td>
</tr>
<tr>
<td>Microsoft's Sway</td>
<td>Microsoft's Power BI</td>
<td>Microsoft's Skype for Business</td>
</tr>
</tbody>
</table>

Wireless, Network & Internet Access

<table>
<thead>
<tr>
<th>Wireless, Network &amp; Internet Access</th>
<th>Wireless, Network &amp; Internet Access</th>
<th>Wireless, Network &amp; Internet Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAWS-Secure Wireless</td>
<td>eduroam Wireless</td>
<td>Connecting a Smart TV</td>
</tr>
<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>Academics, Learning &amp; Research</th>
<th>Academics, Learning &amp; Research</th>
<th>Academics, Learning &amp; Research</th>
</tr>
</thead>
<tbody>
<tr>
<td>eLearning Commons (eLC)</td>
<td>MyUGA Portal</td>
<td>lynda.com</td>
</tr>
<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.