Help Desk Support (HDS) Home

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

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<th>MyID &amp; Passwords</th>
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Security

ArchPass

Contact the EITS Help Desk

Telephone
706-542-3106

Request Support
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

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

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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.