Welcome to Athens, new Bulldogs and families!

Coming to Athens for new student orientation this summer? Here’s a few things to remember:

- Don’t forget your MyID, MyID password, UGAMail address and UGA ID number.
- Need wifi while you’re visiting? Students, use PAWS-Secure. Families, try our self-service guest wifi network, UGA_Visitors_Wifi.
- Don’t know what kind of computer to buy? Here’s some tips.
- Visit our New to Campus site for more information.

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

Security

- ArchPass

Email & Collaboration

- UGAMail
- Listserv
- Microsoft Office Downloads
- OneDrive for Business
- Blackboard Collaborate
- SendFiles

EITS Policies, Standards, and Guidelines
Microsoft's Sway | Microsoft's Power BI | Microsoft's Skype for Business

Wireless, Network & Internet Access

| PAWS-Secure Wireless | eduroam Wireless | Connecting a Smart TV |
| Internet Connection Guide | Web Hosting Service | Guest Wireless |

Academics, Learning & Research

| eLearning Commons (eLC) | MyUGA Portal | lynda.com |
| Research Computing | vLab | Print Kiosks |
| Qualtrics Surveys | Athena | Banner INB |

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.