EITS Help Desk Support for the University of Georgia

**Phone:** 706-542-3106

**E-mail:** helpdesk@uga.edu

**UGA Systems Status:** status.uga.edu

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**Key Services**

- **MyID, Accounts & ID Management**
  - MyID & Passwords
  - Access Services
  - IDM System

- **Security**
  - ArchPass, powered by Duo

- **Email & Collaboration**
  - UGAMail
  - Listserv
  - Microsoft Office Downloads
  - OneDrive for Business
  - Blackboard Collaborate
  - SendFiles
  - 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
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.