Help Desk Support (HDS) Home

Check out our new Knowledge Base!

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
  - 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
  - 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 core IT services.