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.