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.