Help Desk Support (HDS) Home

Check out our new Knowledge Base!

Top Articles:

Where is the eLC course I'm taking? (Students)
How can I switch Duo authentication to a new device?
How to Connect to the Ethernet in the Residence Halls (Wired Internet)
How to Install Office 365
I get a grey bar when trying to login with Archpass Duo while on iOS or Mac?
How to Request a MyID for a UGA Employee

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.