Help Desk Support (HDS) Home

Check out our new Knowledge Base!

Top Articles:
- How to Connect to the Ethernet in the Residence Halls (Wired Internet)
- How to Install Office 365
- How can I switch Duo authentication to a new device?
- Using Duo without Wifi or Mobile connection while traveling.
- How to Request a MyID for a UGA Employee
- How to Request a MyID for my department or student organization

Key Services
MyID, Accounts & ID Management
- MyID & Passwords
- IDM System

Security
- ArchPass, powered by Duo

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

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
- 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.