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.