Help Desk Support (HDS) Home

Check out our new Knowledge Base!

Top Articles:
- Should I update to MacOS 10.15 Catalina?
- How to Install Office 365
- How do I reactivate my Duo Mobile app?
- How do I switch Duo authentication to a new device?
- Connecting to PAWS-Secure
- How to Change your Email Alias

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.