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.