**Help Desk Support (HDS) Home**

**Check out our new Knowledge Base!**

Top Articles:
- How do I switch Duo authentication to a new device?
- How to Install Office 365
- ArchPass Enrollment Guide
- What is a MyID?

Key Services
- MyID, Accounts & ID Management
  - [MyID & Passwords](#)
  - [IDM Tool](#)
- 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 Administrative Pages](#)

**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.