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.