## 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

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### 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.