Help Desk Support (HDS) Home

Check out our new Knowledge Base!
The EITS Help Desk knowledge base has hundreds of articles available to assist the campus community.

Top Articles:
How to Setup your UGA MyID and MyID Profile
I am a student. How do I receive a MyID?
What is a MyID?
I just changed my MyID password, why can't I login?

Our Service Catalogue

A list of EITS provided services.

Key Services
MyID, Accounts & ID Management

MyID &Passwords IDM Tool Web Hosting Service

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 Guest Wireless

Academics, Learning & Research

eLearning Commons (eLC) Athena Qualtrics Surveys
Banner Administrative Pages vLab Print Kiosks

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.