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.