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.