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.