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
- 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.