Off-campus access to Athena has been limited to reduce the chance that someone on the Internet exploits a known software defect introduced by the software’s supplier and developer, Ellucian.

On July 20, the University of Georgia received a notification of this defect from Ellucian. There is no evidence that the software defect has been exploited at UGA or elsewhere.

Out of caution, EITS has limited Athena access to on-campus users, or off-campus users who use the Remote Access VPN or the vLab service until the defect has been resolved.

Students, faculty and staff who are off campus can use the Remote Access VPN or the vLab service to access Athena.

Students, faculty and staff on campus and behind the campus firewall should be able to access Athena as normal.

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
  - SendFiles
- Wireless, Network & Internet Access
  - PAWS-Secure Wireless
  - eduroam Wireless
  - Connecting a Smart TV
  - Internet Connection Guide
  - Guest Wireless
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.