



UNIVERSITY OF
GEORGIA



ENTERPRISE INFORMATION
TECHNOLOGY SERVICES

GETTING STARTED AT UGA

TECHNOLOGY CHECKLIST

Helping the UGA Community
Through Technology

WELCOME



KNOW YOUR UGA MyID

Your MyID is the username that's required to log in to a number of online university resources and other functions.

If you are a student, your MyID was assigned to you during your admissions process.

MyID PASSWORDS

Password Requirements

Passwords must be a minimum of 10 characters with 3 of the following combination types of upper case letters, lower case letters, numbers and special characters (such as, @!#). Passwords cannot contain any part of your name or username. To avoid contacting the EITS Help Desk if you forget your password, complete the brief MyID Profile forgotten password service at myid.uga.edu.

YOU CAN ALSO CHANGE YOUR MYID PASSWORD AT MYID.UGA.EDU.

ENROLL IN ARCHPASS

ArchPass, powered by Duo, is UGA's two-step login solution.

Some UGA systems, including eLearning Commons and Athena, as well as UGAMail, OneDrive, and other Office 365 applications when you're off-campus, require more than your MyID and password for access. To log into these systems, you'll need to use ArchPass, UGA's two-step login solution, which is powered by Duo. UGA systems protected by ArchPass will ask you to:

- 1 Enter your UGA MyID and password.
- 2 Verify your identity with the Duo mobile app, a text message or a phone call to your Duo-enrolled phone or tablet.

This two-step login process adds an extra layer of security to help protect your UGA accounts. EITS suggests enrolling two devices in ArchPass, in case your primary device is lost, stolen or unavailable. To begin using ArchPass, enroll a smartphone, cell phone, landline phone or tablet through the self-service portal at archpass.uga.edu.

KNOW YOUR UGA ID NUMBER

Your UGA identification number begins with 81.

It's used instead of your Social Security number to access personal data. Your UGA ID number appears on the back of your UGACard.



GET CONNECTED TO WIFI

Need a wireless connection for your computer or mobile device?

UGA offers two secure wireless networks: PAWS-Secure and eduroam.

PAWS-Secure is available across campus and can be accessed using a valid MyID and password. To access eduroam, students must provide their full UGA credentials with their MyID followed by “@uga.edu” (example: YourMyID@uga.edu). Students can also use their UGA credentials to get wireless service when visiting participating eduroam institutions in the United States and abroad.

No personal access points are allowed in university housing. These devices include personal wireless routers, wireless switches or hubs, personal hotspots, wireless printers or smart home devices.

TO LEARN MORE, VISIT US AT [GETCONNECTED.UGA.EDU](https://getconnected.uga.edu).

CHECK YOUR UGAMAIL

Your UGAMail is provided through Microsoft and includes access to your University email, calendar and tasks.

You can access your UGAMail through the web (ugamail.uga.edu), through the UGA Mobile App, or by configuring a desktop client to access your account. The University will send official information to your UGAMail account, so be sure to check it regularly.

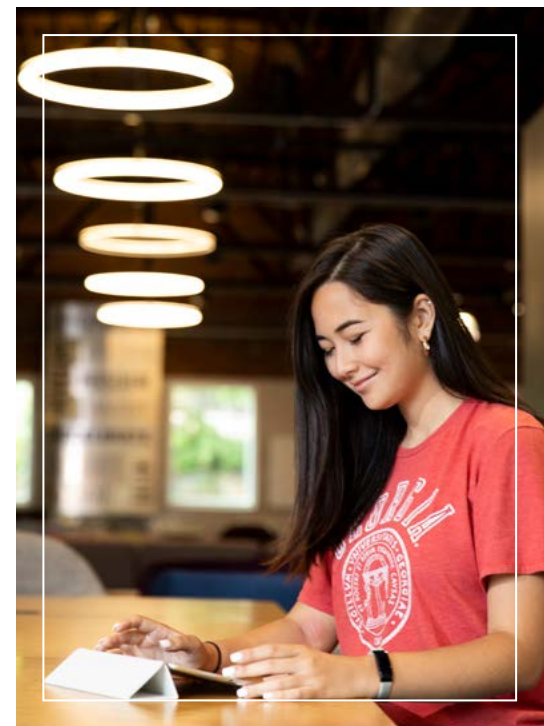
TO CHANGE YOUR UGAMAIL ADDRESS, VISIT [MYID.UGA.EDU](https://myid.uga.edu).

REGISTER FOR CLASSES WITH ATHENA

Athena is the University's student information system.

On Athena, students can register for classes, pay tuition and fees, view academic and financial aid records, and update personal information.

TO LOG IN, VISIT [ATHENA.UGA.EDU](https://athena.uga.edu).





STUDY WITH ELEARNING COMMONS (eLC)

UGA's online learning management system is called eLearning Commons (eLC).

Instructors use eLC for course assignments, learning materials, quizzes, class communication and more. Each semester, you have automatic access to eLC for your classes.

TO ACCESS ELC, VISIT THE MYUGA PORTAL AT [MY.UGA.EDU](https://my.uga.edu).

FOR ELC INSTRUCTIONAL RESOURCES, VISIT [HELP.ELC.UGA.EDU/STUDENTS](https://help.elc.uga.edu/students).



STAY ON TRACK WITH DEGREEWORKS

Are you staying on track for graduation?

DegreeWorks helps students and their advisors monitor progress toward degree completion. DegreeWorks combines your UGA degree requirements and your completed coursework into an easy-to-read electronic worksheet that shows how your coursework counts toward your degree.

TO ACCESS DEGREEWORKS, VISIT [DEGREEWORKS.UGA.EDU](https://degreeworks.uga.edu).

WATCH OUT FOR PHISHING EMAILS

Phishing emails are emails designed to trick you into replying to them with personal information such as your username and password, Social Security number or financial account numbers.

Large institutions like UGA are targets for phishing, and getting phishing emails is a daily reality.

A phishing email typically:

- 1 Threatens to remove your access to a service.
- 2 Wants you to take immediate action to keep your access.
- 3 Includes poor grammar and spelling.
- 4 Tries to make you react without thinking.
- 5 Comes from an unfamiliar sender and has a generic recipient.

Will UGA send legitimate emails that look like phishing scams?

There will be times when legitimate messages must be sent to inform UGAMail users of necessary changes to their accounts. These may include inactive account removal notices or information about account abuse. **UGA will never ask for your password in an email.**

Did you receive an email message that looks suspicious?

Send it to **abuse@uga.edu** for review.

TO LEARN MORE ABOUT CYBERSECURITY, VISIT **INFOSEC.UGA.EDU.**

MORE TECHNOLOGY SERVICES


Get more information about software, computer labs, printing and more UGA technology services on our website, **eits.uga.edu.**


NEED MORE HELP? CONTACT THE EITS HELP DESK

The EITS Help Desk can assist you with your tech needs during its operating hours.

The EITS Help Desk is the central point of contact for computing services for UGA students, faculty, staff and visitors.


VISIT:
eitshelpdesk.uga.edu


EMAIL:
helpdesk@uga.edu


CALL:
706.542.3106

Hours of Operation:

Monday–Thursday: 7:30 a.m. – 7:30 p.m.

Friday: 7:30 a.m. – 6 pm.

Saturday: Closed

Sunday: 1 p.m. – 7 p.m.





DOWNLOAD THE UGA MOBILE APP

The UGA Mobile App is the official mobile app for the University of Georgia, where students, staff, faculty, and visitors can find campus resources and learn more about the University. The app allows users to track buses on and off campus, learn about the dining facilities, log in to various academic resources, check parking deck occupancy, and so much more!

The mobile app is free via the App Store and Google Play. For more information visit mobileapps.uga.edu.

Once the app is downloaded, make sure to enable push notifications so you can receive important information around the University!

MYUGA PORTAL

UGA's Portal (my.uga.edu) is a one-stop website that allows you to access your email and web-based University services. The MyUGA Portal allows you to check your grades, register for classes and pay University bills through Athena.



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Enterprise Information
Technology Services



PHONE: 706.542.3106



EMAIL: helpdesk@uga.edu



WEB: eits.uga.edu