Web Site & Email Support

Help Documents

- **Drupal Support** — We provide self-help documents for faculty and research lab web site managers. We also provide documentation for Departmental level web sites.
- **Qualtrics Help** — Qualtrics is a system used for conducting surveys or building data collection forms. We have a collection of helpful documents for some of the more advanced features of Qualtrics.
- **Tricks of the Trade** — Resizing images, making local backups of a site before you change it, and other helpful tricks.
- **Franklin Web Applications**
- **UGAMail and Calendar** — Information and support for UGA email and calendar services as well as popular email and calendaring tools.
- **Receive or Discontinue Service Interruption and Status Notification Emails**
- **Departmental Listservs (Add/Remove Members)**
- **How to Look Up Distribution Groups and Members**
- **Setup Web Hosting through EITS**

External Resources

- **Drupal**

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Need additional support?

If you have a question that has not been answered in our help documentation or FAQ pages, please click the "Submit a ticket" button to contact the Franklin OIT Help Desk and we will be happy to help!

Page Info for ScriptRunner Confluence error

Page Info requires a license for ScriptRunner for Confluence

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Contact the Franklin OIT Help Desk

<table>
<thead>
<tr>
<th>Help Desk</th>
<th><a href="http://helpdesk.franklin.uga.edu">http://helpdesk.franklin.uga.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@franklin.uga.edu">helpdesk@franklin.uga.edu</a></td>
</tr>
<tr>
<td>Call</td>
<td>706-542-9900</td>
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</tbody>
</table>

Hours of Operation

- Monday - Friday
- 8:00 a.m. - 5:00 p.m.

Website Information

- **Homepage**
  - http://oit.franklin.uga.edu
- **Directory**
  - http://oit.franklin.uga.edu/people
- **Service Offerings**
  - http://oit.franklin.uga.edu/service-offerings
- **Systems Status Information**
  - **Franklin OIT Status**
    - http://status.franklin.uga.edu/
    - https://kb.franklin.uga.edu/x/BQB0
  - **UGA/EITS Systems Status Pages**
    - http://status.uga.edu
    - https://twitter.com/uga_eits
    - https://www.facebook.com/uga.eits
  - **USG Systems Status Page**
    - http://status.usg.edu