Instructional & Classroom Support

Help Documents

- Ad-Astra Classroom Schedules
- Audio & Video Mute Buttons
- Classrooms & Labs
- eLearning Commons (eLC)
- Kaltura
- Blackboard Collaborate
- Respondus LockDown Browser
- Podcasting
- Wimba Voice Boards
- Unlocking Classroom PCs

External Resources

- Campus Reservations
- Ad-Astra Scheduler
- Policy for Centralized Classroom and Event Scheduling
- CTL Classroom Support (Phone: 706-542-3456)

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

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>
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</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