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.
- **UGA Mail 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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**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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**Hours of Operation**

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

**Website Information**

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

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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!