**Kaltura**

**Help Documents**
- Kaltura Course Gallery
- Using Kaltura in eLC

**External Resources**
- Watch our Kaltura Widget Help Video
- CTL help documentation

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**Need additional support?**
If you have a question that has not been answered in our Kaltura 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!

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