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

Contact the Franklin OIT Help Desk

Submit a ticket

Help Desk
http://helpdesk.franklin.uga.edu

Email
helpdesk@franklin.uga.edu

Call
706-542-9900

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

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!