## IT Standards

### Help Documents

- Recommended Hardware
- Supported Operating Systems and Applications
- Systems Management Team Maintenance Procedures and Schedules
- Legacy Applications
- Social Media Guidelines

### 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/
- **Service Offerings**
  - https://kb.franklin.uga.edu/x/xgKIAg
- **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!