Computer Hardware & Software Support

Help Documents

- Franklin College Helpdesk Ticketing System
- Microsoft Office
- Digital Signage
- Ivanti (LANDesk)
- Printer Support
- Remote Desktop Guide
- Available Software and Installation Procedures
- Prompt for Keychain Password Won’t Go Away
- How to Sign out of Windows 10
- Semichem Ampac Installation Instructions
- Can ArchPass Duo remember me if I have set my browser to block all third-party cookies?
- How to Install Adobe Products on a Personal Computer
- Adobe Creative Cloud Named License FAQ
- JMP Installation Instructions

External Resources

- Franklin OIT Service Catalog

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/xgK1Ag

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!