The Franklin College Helpdesk at helpdesk.franklin.uga.edu allows Franklin College faculty, staff, and graduate students to submit requests for technical assistance. Requests will be assigned to the appropriate team for resolution.

Benefits of Service

- A single point of contact for individuals to request support for Franklin services
- Individuals can see all of their requests for support and responses in a single location
- The system sends email notifications when a request is modified, updated, or closed
- Increased transparency in requests ensures that all requests are responded to in a timely fashion

Requesting Use and Support

New Clients

New clients can visit the helpdesk to sign in. They will need to answer a few questions in order to properly configure their account and then they are ready to submit tickets. Should they have issues with creating an account they can contact Franklin OIT through the following other methods:

- Email the helpdesk
- Call 706-542-9900

Existing Clients

Existing clients can visit the helpdesk to sign in and submit requests for service. Clients can report any issues with the helpdesk through the following methods:

- Submit a ticket
- Email the helpdesk
- Call 706-542-9900

Current Rates for Service

The helpdesk is available to clients free of charge.

Client Responsibility

- Initiate support requests.
- Notify Franklin OIT of any issues with accessing the helpdesk
- Notify Franklin OIT of any changes in information regarding:
  - Department assignment
  - Office location
  - Individual requests

OIT Responsibility

- Respond to requests in a timely manner
- Assign requests to the appropriate team or individual
- Generate tickets for requests that arrive through other means
- Ensure information about individuals is accurate in the system
- Resolve requests and ensure that the resolution addresses the individual issue