Creating a Support Request

The following steps will guide you through submitting a support request (or ticket) to Franklin OIT.

Logging in to the Helpdesk

Navigate to http://helpdesk.franklin.uga.edu and enter your MyID and password into the EITS Central Authentication Service.

Creating your support request
1. Click “Create Ticket”

### Filling out your support request

1. Select your appropriate unit (if necessary), then give the ticket a subject and fill in a description of your request or issue

   Please make sure you give as many details as possible.

   Important details include (when applicable):
   
   - room number
   - times of availability
   - computer name
   - service tag or serial number
   - preferred method of return contact

2. (Optional) Attach any supporting documents or images by clicking “Choose File”, then selecting the document you’d like to attach.
3. (Optional) Mark your request as urgent.

Urgent requests are issues that result in work stoppage for a significant group of clients or cause a work stoppage for a single client on a time sensitive business matter for which there is no alternative solution available. Franklin OIT will respond to and
4. Click "Send Ticket" and you're done! A unit representative will contact you shortly.