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 Status and Service Updates from Franklin OIT**
- **Departmental Listservs (Add/Remove Members)**
- **Setup Web Hosting through EITS**

External Resources

- **Drupal**

---

**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!

---

**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/kgkIAg

**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