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
- How to Connect to Your Mac Remotely
- Installing and Licensing ChemOffice/ChemDraw

External Resources
- Franklin OIT Service Catalog

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!