## Drupal Support

### Search by Keyword

- **Browse by Category**
- **Browse by Complexity**

### By Category

#### Simple Content Management
- Adding links to content
- Adding pages to the menu structure
- Editing your personnel page or directory listing on your unit’s site
- Link to Courses on the UGA Bulletin
- Logging in to your web site
- Publishing Events to the UGA Calendar of Events
- Unpublishing or Deleting Content

#### Images & Media
- Adding images to content
- Adding/Editing Homepage Slides
- Embedding a Video in a page
- Guide to Image Sizes
- Inserting PDFs and other Documents
- Optimizing Web site Images
- Reducing PDF size
- Resizing and Optimizing Large Images

#### Advanced Content Management
- Add a banner image to your special section or conference pages
- Adding pages to the menu structure
- Create a menu block with a custom title
- Create a special section
- Creating Special Sections of Your Site.
- Making a special category for your special section’s Events
- Override date controls on homepage using “sticky” functionality

#### Formatting
- Adding tables and making them responsive

#### Qualtrics
- CAS Authentication for Qualtrics Forms
- Embedding Qualtrics forms/surveys in your Drupal Site
- Selective CAS Authentication for Qualtrics Forms

#### Administrative
- “Become” another user to check their permissions by using “Masquerade”
- Adding pages to the menu structure
- Changing the color scheme of your site
- Logging in to your web site
- Permission Levels
- Redirect Old Links to New Links
- Requesting new accounts for users on your website
- Restrict Access to Content
- Scheduling Content
- Seeing who has access to your site

#### Server Level
- Pantheon - Backing up your live site on Pantheon
- Pantheon - Restoring a backup on Pantheon
- Pantheon - Running Security Updates

### By Complexity

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### Login

To manage any part of your web site, you will have to be logged into the Drupal CMS. If you need help logging in, please review this login help document.

#### Contact the Franklin OIT Help Desk

**Submit a ticket**

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<tr>
<th>Help Desk</th>
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<tr>
<td><a href="http://helpdesk.franklin.uga.edu">http://helpdesk.franklin.uga.edu</a></td>
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<tr>
<td>Email</td>
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<tr>
<td><a href="mailto:helpdesk@franklin.uga.edu">helpdesk@franklin.uga.edu</a></td>
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<td>706-542-9900</td>
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#### Hours of Operation

Monday - Friday
8:00 a.m. - 5:00 p.m.

#### Website Information

**Homepage**

[http://oit.franklin.uga.edu](http://oit.franklin.uga.edu)

**Directory**

[http://oit.franklin.uga.edu/](http://oit.franklin.uga.edu/)

**Service Offerings**

[https://kb.franklin.uga.edu/x/xgKlAg](https://kb.franklin.uga.edu/x/xgKlAg)

**Systems Status Information**

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**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

**Additional Help**

If you manage a Department, Center or Institute site, and would like a refresher training session please contact the Franklin Helpdesk at http://helpdesk.franklin.uga.edu or by e-mail at helpdesk@franklin.uga.edu.