Franklin College Helpdesk Ticketing System

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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](http://helpdesk.franklin.uga.edu) and enter your MyID and password into the EITS Central Authentication Service.

Creating your support request

- [Enter your UGA MyID and Password](#)
  - [Log in](#)
  - [Forgot your password?](#)
  - UGAs Single Sign-on for Web Services
    - CAS provides a common login experience for users accessing UGA web services with their MyID credentials through a one-time login.
    - A number of UGA web services will soon switch to using CAS for logging in with their MyIDs.
    - Your CAS login will be active for the next 30 minutes. To end your session, log out of the web application or close your web browser.
    - You should see a green address bar with University of Georgia and a lock in your web browser. This is an additional security measure to ensure you are visiting the actual UGA CAS website. If you do not see this, do not type your MyID and password.
    - UGA units interested in using CAS on departmental systems may request access on the CAS information webpage.
    - Contact the EITS Help Desk for assistance with CAS.
  - Security Information:
    - Passwords are an important part of computer security. Anyone using the University of Georgia computing systems is required to select and maintain strong passwords, according to the University's Password Policy and Password Standard.
    - Identity information may be securely transmitted when logging in to third-party applications, as outlined by the University's Privacy Policy.
    - By logging in via CAS, you agree to abide by the University's Policies on the Use of Computers.
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.
4. Click "Send Ticket" and you're done! A unit representative will contact you shortly.

Related articles

Content by label

There is no content with the specified labels