# 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

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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](#).

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**Contact the Franklin OIT Help Desk**

- **Submit a ticket**
- **Help Desk**
  - [http://helpdesk.franklin.uga.edu](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](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**
<table>
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<th>Beginner</th>
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<th>Advanced</th>
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<td>- &quot;Become&quot; another user to check their permissions by using &quot;Masquerade&quot;&lt;br&gt;- Adding images to content&lt;br&gt;- Adding links to content&lt;br&gt;- Adding pages to the menu structure&lt;br&gt;- Adding/Editing Homepage Slides&lt;br&gt;- Changing the color scheme of your site&lt;br&gt;- Drupal 8 Website Training Opportunities&lt;br&gt;- Editing your personnel page or directory listing on your unit's site&lt;br&gt;- Embedding a Video in a page&lt;br&gt;- Guide to Image Sizes&lt;br&gt;- Inserting PDFs and other Documents&lt;br&gt;- Logging in to your web site&lt;br&gt;- Pantheon - Backing up your live site on Pantheon&lt;br&gt;- Pantheon - Restoring a backup on Pantheon&lt;br&gt;- Publishing Events to the UGA Calendar of Events&lt;br&gt;- Redirect Old Links to New Links&lt;br&gt;- Requesting new accounts for users on your website&lt;br&gt;- Restrict Access to Content&lt;br&gt;- Scheduling Content&lt;br&gt;- Seeing who has access to your site&lt;br&gt;- Unpublishing or Deleting Content</td>
<td>- CAS Authentication for Qualtrics Forms&lt;br&gt;- Drupal 8 Website Training Opportunities&lt;br&gt;- Embedding Qualtrics forms /surveys in your Drupal Site&lt;br&gt;- Filtering certain pages by Taxonomy Classification&lt;br&gt;- Logging in to your website on the staging sever&lt;br&gt;- Optimizing Web site Images&lt;br&gt;- Pantheon - Running Security Updates&lt;br&gt;- Selective CAS Authentication for Qualtrics Forms</td>
<td>- Add a banner image to your special section or conference pages&lt;br&gt;- Adding tables and making them responsive&lt;br&gt;- Create a menu block with a custom title&lt;br&gt;- Create a special section&lt;br&gt;- Creating Special Sections of Your Site.&lt;br&gt;- Drupal 8 Website Training Opportunities&lt;br&gt;- Making a special category for your special section's Events&lt;br&gt;- Managing Content in Blocks&lt;br&gt;- Override date controls on homepage using &quot;sticky&quot; functionality</td>
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**Franklin OIT Status**

- [http://status.franklin.uga.edu/](http://status.franklin.uga.edu/)
- [https://kb.franklin.uga.edu/x/BQB0](https://kb.franklin.uga.edu/x/BQB0)

**UGA/EITS Systems Status Pages**

- [http://status.uga.edu](http://status.uga.edu)
- [https://twitter.com/uga_eits](https://twitter.com/uga_eits)
- [https://www.facebook.com/uga.eits](https://www.facebook.com/uga.eits)

**USG Systems Status Page**

- [http://status.usg.edu](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](http://helpdesk.franklin.uga.edu) or by e-mail at helpdesk@franklin.uga.edu.