### 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
- Creating a basic qualtrics form
- Embedding Qualtrics forms/surveys in your Drupal Site
- Remove logo from Qualtrics Form
- Selective CAS Authentication for Qualtrics Forms
- Setup Conditional E-mail Trigger for Qualtrics Notifications
- Setup E-mail Trigger for Qualtrics Notifications
- Share/Collaborate a Qualtrics Project/Form

#### 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](http://example.com).

### 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/xgKnAg](https://kb.franklin.uga.edu/x/xgKnAg)
- 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.