# 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 website, 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**

<table>
<thead>
<tr>
<th>Help Desk</th>
<th><a href="http://helpdesk.franklin.uga.edu">http://helpdesk.franklin.uga.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@franklin.uga.edu">helpdesk@franklin.uga.edu</a></td>
</tr>
<tr>
<td>Call</td>
<td>706-542-9900</td>
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</tbody>
</table>

**Hours of Operation**

Monday - Friday

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

**Website Information**

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<tr>
<th>Homepage</th>
<th><a href="http://oit.franklin.uga.edu">http://oit.franklin.uga.edu</a></th>
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<tbody>
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</tr>
<tr>
<td>Service Offering</td>
<td><a href="https://kb.franklin.uga.edu/x/xgKIAg">https://kb.franklin.uga.edu/x/xgKIAg</a></td>
</tr>
</tbody>
</table>

**Systems Status Information**
### Beginner
- "Become" another user to check their permissions by using "Masquerade"
- Adding images to content
- Adding links to content
- Adding pages to the menu structure
- Adding/Editing Homepage Slides
- Changing the color scheme of your site
- Creating a basic qualtrics form
- Drupal 8 Website Training Opportunities
- Editing your personnel page or directory listing on your unit’s site
- Embedding a Video in a page
- Guide to Image Sizes
- Inserting PDFs and other Documents
- Logging in to your website
- Pantheon - Backing up your live site on Pantheon
- Pantheon - Restoring a backup on Pantheon
- Publishing Events to the UGA Calendar of Events
- Redirect Old Links to New Links
- Remove logo from Qualtrics Form
- Requesting new accounts for users on your website
- Restrict Access to Content
- Scheduling Content
- Seeing who has access to your site
- Share/Collaborate a Qualtrics Project/Form
- Unpublishing or Deleting Content

### Intermediate
- CAS Authentication for Qualtrics Forms
- Drupal 8 Website Training Opportunities
- Embedding Qualtrics forms /surveys in your Drupal Site
- Filtering certain pages by Taxonomy Classification
- Logging in to your website on the staging sever
- Optimizing Website Images
- Pantheon - Running Security Updates
- Reducing PDF size
- Selective CAS Authentication for Qualtrics Forms
- Setup Conditional E-mail Trigger for Qualtrics Notifications
- Setup E-mail Trigger for Qualtrics Notifications

### Advanced
- Add a banner image to your special section or conference pages
- Adding tables and making them responsive
- Create a menu block with a custom title
- Create a special section
- Creating Special Sections of Your Site.
- Drupal 8 Website Training Opportunities
- Making a special category for your special section's Events
- Managing Content in Blocks
- Override date controls on homepage using "sticky" functionality

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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)

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**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.