Web Site & Email Support

Help Documents

- **Drupal Support** — To manage any part of your web site, you will have to be logged into the Drupal CMS.
- **Franklin Web Applications**
- **UGAMail and Calendar** — Information and support for UGA email and calendar services as well as popular email and calendaring tools.
- **Receive or Discontinue Status and Service Updates from Franklin OIT**
- **Departmental Listservs (Add/Remove Members)**
- **Use of Third Party Services for UGA web sites with UGA domains**

External Resources

- **Drupal**

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### Need additional support?

If you have a question that has not been answered in our help documentation or FAQ pages, please click the "Submit a ticket" button to contact the Franklin OIT Help Desk and we will be happy to help!

### Contact the Franklin OIT Help Desk

<table>
<thead>
<tr>
<th><strong>Submit a ticket</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Help Desk</strong></td>
</tr>
<tr>
<td><a href="http://helpdesk.franklin.uga.edu">http://helpdesk.franklin.uga.edu</a></td>
</tr>
<tr>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><a href="mailto:helpdesk@franklin.uga.edu">helpdesk@franklin.uga.edu</a></td>
</tr>
<tr>
<td><strong>Call</strong></td>
</tr>
<tr>
<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

- **Homepage**
  - http://oit.franklin.uga.edu
- **Directory**
  - http://oit.franklin.uga.edu/
- **Service Offerings**
  - https://kb.franklin.uga.edu/x/xgKlAg

### Systems Status Information

- **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