# 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**

## Contact the Franklin OIT Help Desk

### Submit a ticket

#### Help Desk
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

#### 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

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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!