eLearning Commons (eLC) Support

Support documentation for eLC is now hosted at its own site: https://help.elc.uga.edu.

The Center for Teaching and Learning and EITS partnered with members of the Office of Online Learning and Franklin College OIT to create the site and provide a centralized location for the most requested and often-viewed eLC help documents.

The site can also be accessed directly from a user’s My Home page in eLC:

![eLC Documentation](https://help.elc.uga.edu)

While the screen captures and some steps may no longer be valid, you can still access old tutorials here: [Legacy eLC Documentation](https://help.elc.uga.edu)

For further assistance, please contact the Franklin Helpdesk: [https://helpdesk.franklin.uga.edu](https://helpdesk.franklin.uga.edu)

The USG Instructional Technology Services also provide self-help and live chat support 24/7/365 at [https://d2lhelp.view.usg.edu](https://d2lhelp.view.usg.edu)

**External Resources**

- USG D2L Help Center (for evening and weekend support)
- CTL eLC Information
- eLC Non-Athena Course Request form

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**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