# Computer Hardware & Software Support

## Help Documents

- Tips for Working Remotely
- Adobe Software
- Alertus Desktop Asking for Admin Credentials Constantly
- ArchPass Duo
- ChemBio Office Software
- Digital Signage
- DNASTAR Lasergene Software
- Fiji (ImageJ) Installation Instructions
- Geneious Software
- Help Desk Ticketing System
- Ivanti (LANDesk)
- JMP Software
- Locating IP Information in Cisco AnyConnect
- Mac OS
- Microsoft Office
- Printer Support
- Semichem Ampac Software
- UGA Telephony Information
- Windows OS

## External Resources

- Franklin OIT Service Catalog

---

<table>
<thead>
<tr>
<th>Contact the Franklin OIT Help Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Submit a ticket</strong></td>
</tr>
</tbody>
</table>

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

---

**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!