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

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!

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