Ivanti (LANDesk)

Help Documents

- How to Use the Ivanti Software Portal
  - Available Software and Installation Procedures
  - Install the UGA Alert software (Alertus Desktop)
- Ivanti FAQ
- Ivanti Software Available

External Resources

- More information coming soon!

### Contact the Franklin OIT Help Desk

<table>
<thead>
<tr>
<th>Help Desk</th>
<th><a href="http://helpdesk.franklin.uga.edu">http://helpdesk.franklin.uga.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@franklin.uga.edu">helpdesk@franklin.uga.edu</a></td>
</tr>
<tr>
<td>Call</td>
<td>706-542-9900</td>
</tr>
</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

### Need additional support?

If you have a question that has not been answered in our Ivanti (LANDesk) 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!