Computer Hardware & Software Support

Help Documents

- Tips for Working Remotely
- Adobe Software
- Alertus Desktop Asking for Admin Credentials Constantly
- ArcGIS Pro: Licensing and Logging in
- ArchPass Duo
- ChemBio Office Software
- Digital Signage
- DNASTAR Lasergene Software
- Fiji (ImageJ) Installation Instructions
- FileMaker Client: Transition from old FileMaker Server to New (v16, v17)
- Geneious Software
- Gradescope
- 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!