### Franklin OIT Self Service Website

#### Search documentation by keyword:

- Ad-Astra Classroom Schedules
- eLC Information for Instructors
- Drupal 7 - Edit your directory listing on your departmental web site
- Primary Computer Lifecycle Management Process
- Recommended Hardware
- AMX Digital Signage: User Guide
- Blackboard Collaborate Ultra
- How to Use the Ivanti Software Portal
- Online Course Evaluation System
- Personnel Changes

#### Frequently asked questions

Please follow this document for information pertaining to navigating to the Ad-Astra scheduling system, finding a particular room schedule, printing a room schedule, and saving a schedule to a PDF.

Reference: Ad-Astra Classroom Schedules

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### Special COVID-19 Guidelines and Tips

These documents are intended to serve as a quick reference guide for Franklin College faculty and staff who need to work and teach remotely while ensuring business continuity.

- Tips for HyFlex and Hybrid Technology Use
- Tips for Teaching Remotely
- Tips for Working Remotely

We recognize these are challenging and unprecedented circumstances. The Franklin OIT Helpdesk is operational and ready to help you!

Franklin College employees needing IT assistance are encouraged to submit a ticket to the Franklin OIT Helpdesk.

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### Contact the Franklin OIT Help Desk

**Submit a ticket**

- **Help Desk**
  - [http://helpdesk.franklin.uga.edu](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](http://oit.franklin.uga.edu)
- **Directory**
  - [http://oit.franklin.uga.edu/](http://oit.franklin.uga.edu/)
- **Service Offerings**
  - [https://kb.franklin.uga.edu/x/xgKlAg](https://kb.franklin.uga.edu/x/xgKlAg)
- **Systems Status Information**
  - **Franklin OIT Status**
    - [http://status.franklin.uga.edu/](http://status.franklin.uga.edu/)
    - [https://kb.franklin.uga.edu/x/BQB0](https://kb.franklin.uga.edu/x/BQB0)
  - **UGA/EITS Systems Status Pages**
    - [http://status.uga.edu](http://status.uga.edu)
    - [https://twitter.com/uga_eits](https://twitter.com/uga_eits)
    - [https://www.facebook.com/uga.eits](https://www.facebook.com/uga.eits)
  - **USG Systems Status Page**
    - [http://status.usg.edu](http://status.usg.edu)