Instructional & Classroom Support

Help Documents

- Tips for HyFlex and Hybrid Technology Use
- Overview of Available HyFlex and Hybrid Technologies
- Zoom Monitor Features and Suggested Use
- Zoom Classroom Kit Features and Suggested Use
- Tips for Teaching Remotely
- 25Live Classroom Schedules
- Blackboard Collaborate Ultra
- Classroom A/V Support
  - Audio & Video Mute Buttons
  - How to Display Laptop Screen via Projector
  - Unlocking Classroom PCs
- eLearning Commons (eLC) Support
- Kaltura
  - How to Download Videos from Kaltura
- Respondus
  - Respondus 4.0
  - Respondus LockDown Browser
- Zoom
  - Changing the Microphone and Speaker Outputs in Zoom
  - How to get a list of meeting participants
  - Log Into the Zoom Desktop Client
  - Removing uga.edu emails from Zoom Whitelist
  - Sharing Computer Audio on Zoom
  - Streaming Zoom Meetings and Webinars
  - Suggested Settings for Large Zoom Meetings
  - Zoom Information for Public Events
  - Zoom Large Meeting License
  - Zoom Webinar License
  - Zoombombing and Incident Guidance
  - Updating Zoom Display Name
  - Recovering deleted Zoom cloud recordings
  - Zoom Graduation FERPA Guidance
  - Using Zoom's Live Transcription to provide Captioning
  - Troubleshooting Host and Panelist access for Webinars

External Resources

- Ad-Astra Scheduler
- Campus Reservations
- Policy for Centralized Classroom and Event Scheduling

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!