Web Site & Email Support

Help Documents

- Drupal Support — To manage any part of your web site, you will have to be logged into the Drupal CMS.
  - Welcome to your Drupal 9 Web site
    - Article — Allows you to post Departmental News
    - Basic Page — Allows you to post mostly static information that changes infrequently (ie NOT news, events, directory listings, etc)
    - Courses — Allows you to provide basic information about courses
    - Event — Allows you to post upcoming departmental events based on dates
    - Homepage Image Header
    - Lab — Allows you to post information about Research Labs in your department.
    - Personnel — Allows you to provide contact information, biography, CV, research, publications, etc for a Faculty & Staff directory
    - Research Area — Allows you to list the different types of research being done in the department.
    - Slide — Allows you to load large dynamic images as "sliders" in your homepage
  - Logging in to Your Website
  - Changing the Color Scheme of Your Site
  - Adding/Editing Homepage Slides
  - Inserting PDFs and Other Documents
  - Adding Images to Content
    - Inserting an Image or File That is Already Being Used on the Website
  - Optimizing Website Images
  - Adding Links to Content
  - Publishing Events to the UGA Calendar of Events
  - Adding Tables and Making Them Responsive
  - Editing your Personnel Page or Directory Listing on Your Unit's Site
  - Restrict Access to Content
  - Embedding a Video in a Page
  - Guide to Image Sizes
  - Creating Special Sections of Your Site.
    - Add a Banner Image to your Special Section or Conference Pages
    - Create a Menu Block with a Custom Title
    - Create a Special Section
    - Making a Special Category for Your Special Section's Events
  - Logging in to your website on the staging sever
  - Override Date Controls on Homepage Using "Sticky" Functionality
  - Managing Content in Blocks
  - Pantheon - Running Security Updates
  - Pantheon - Backing up Your Live Site on Pantheon
  - Pantheon - Restoring a Backup on Pantheon
  - Filtering certain pages by Taxonomy Classification
  - Unpublishing or Deleting Content
  - Permission Levels
  - Creating New Personnel/Directory Page
  - Scheduling Content
  - Seeing Who Has Access to Your Site
  - "Become" Another User to Check Their Permissions by Using "Masquerade"
  - Redirect Old Links to New Links
  - Embedding Qualtrics Forms/Surveys in Your Drupal Site
  - Creating a Basic Qualtrics Form
  - CAS Authentication for Qualtrics Forms
  - Reducing PDF Size
  - Link to Courses on the UGA Bulletin
  - Make a local backup of your site
  - Remove Logo from Qualtrics Form
  - Share/Collaborate a Qualtrics Project/Form
  - Setup E-mail Trigger for Qualtrics Notifications
  - Setup Conditional E-mail Trigger for Qualtrics Notifications
  - Google Analytics Primer
    - Logging in to Google Analytics — To work with Google Analytics data, go to http://analytics.google.com http://analytics.google.com
    - Measure Social Media Traffic with Google Analytics
    - Is my unit's website hosted with Franklin on the Drupal Content Management System?
    - Using OneDrive to store course materials
    - Interesting Uses of Departmental Sites
    - How to Edit Content in Blocks
    - Adding Content to your Website
    - How to Delete Files
    - Installing Typefaces
    - Photoshop: Introduction to Application Interface
    - Photoshop: Opening and Creating Images
    - Photoshop: Resizing and Optimizing Large Images

Contact the Franklin OIT Help Desk

Submit a ticket

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/

UGA/EITS Systems Status Pages
https://kb.franklin.uga.edu/x/BQB0

USG Systems Status Page
http://status.usg.edu
Photoshop: Layer Tutorial
Photoshop: Clipping Masks Tutorial
Photoshop: Correcting Minor Blemishes in Photos
Photoshop: Masking Tutorial
Create a basic page and put it in the menu
OneDrive: Creating friendly course schedules for use on departmental web site
Adding Personnel User Accounts
Assigning Authorship to Personnel Pages
Adding Related Events to Research Areas
Adding Related Articles to Research Areas
Creating friendly course schedules using Google Docs for use on departmental web site
Creating New Course Schedule
Creating New Research Area Page
Creating New Slider for Homepage
Creating New Basic Page
Creating New Article
Creating New Event
Creating New Labs
Creating New Homepage Image Header
New Homepage Header
Sharing content on Office365
Blocking Web Committee and Personnel User Accounts
Adding Background Color to Blocks of Text
Using OneDrive to store files for your web site
Franklin Web Applications
Online Course Evaluation System — Login Portals
Viewing evaluation results
Loading Courses to be evaluated
Edit course evaluation settings
Add/edit/delete students from evaluation
Change evaluation start and end dates
Cloning a course evaluation
E-mail Reminders
Frequently Asked Questions
Instructor Interface
Send E-mail Reminders to Students
Requests and Commitments (R&C)
Entering and Prioritizing Requests in the Requests and Commitments System
R&C: Account Management
UGAMail and Calendar — Information and support for UGA email and calendar services as well as popular email and calendaring tools.
Creating Contact Groups in Outlook
How to Look Up Distribution Groups and Members
How to Set-up an “Away” Message in UGAMail
Managing Distribution Groups in Outlook for Windows
Room Reservations
Resource Calendar List
Setting Up UGAMail Email and Calendar on Handheld Devices
UGAMail Authentication and Compatibility
Distribution Lists and Listservs — UGA Listserv System https://listserv.uga.edu
Departmental Listservs (Add/Remove Members)
Receive or Discontinue Status and Service Updates from Franklin OIT
Use of Third Party Services for UGA web sites with UGA domains

External Resources

Drupal

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!