# Franklin OIT Self Service Website

## Search by Keyword
- Ad-Astra Classroom Schedules
- eLC Information for Instructors
- Drupal 7 - Edit your directory listing on your departmental website
- Primary Computer Lifecycle Management Process
- Recommended Hardware

## Frequently Accessed Documents
- 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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## TOPICS BY CATEGORY

### Instructional & Classroom Support
- Help with Teaching & Working Remotely

### Purchasing & Equipment Inventory

### Computer Hardware & Software Support

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## 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>
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<tr>
<td>Call</td>
<td>706-542-9900</td>
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## Website Information

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<tr>
<th>Homepage</th>
<th><a href="http://oit.franklin.uga.edu">http://oit.franklin.uga.edu</a></th>
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<tbody>
<tr>
<td>Directory</td>
<td><a href="http://oit.franklin.uga.edu/">http://oit.franklin.uga.edu/</a></td>
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<tr>
<td>Service Offerings</td>
<td><a href="https://kb.franklin.uga.edu/x/xgKlAg">https://kb.franklin.uga.edu/x/xgKlAg</a></td>
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</tbody>
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## Systems Status Information

### Franklin OIT Status
- http://status.franklin.uga.edu/

### UGA/EITS Systems Status Pages
- http://status.uga.edu
- http://status.usg.edu
- https://twitter.com/uga_eits
- https://www.facebook.com/uga.eits