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 (i.e., 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 Content to your Website**
  - Creating New Slider for Homepage
  - Creating New Basic Page
  - Creating New Article
  - Creating New Event
  - Creating New Labs
  - Creating New FAQ
  - Creating New Course Schedule
  - Creating New Research Area Page
  - Creating a New Advanced Homepage Header
  - Creating/Editing Simple Slider Images on Homepage
  - Creating New Inclusive Excellence Spotlights
- **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 server**
- **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
• 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
• How to Delete Files
• Installing Typefaces
• Photoshop: Introduction to Application Interface
• Photoshop: Opening and Creating Images
• Photoshop: Resizing and Optimizing Large Images
• 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
• How to Add Buttons to Content
• 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
• Looking Up a MyID
• Adding Pages or Links to the Menu with Edit
• Adding Pages or Links to the Menu Structure
• Creating Friendly Course Schedules Using Google Docs and Google DataStudio for Use on Departmental Website
• Creating New Homepage Image 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
• Embedding external content in Your Drupal Site
• Adding an Accordion Menu to your Website
• 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)
    • Account Management
    • Entering and Prioritizing Requests in the Requests and Commitments System
• 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 Listserv — 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
• Github Pages Setup
• Alternate Website Hosting Options

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!