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
  - Classrooms & Labs
  - How to Display Laptop Screen via Projector
  - Unlocking Classroom PCs
- Copyright and Fair Use
- 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 Zoom Meetings
  - Zoom Information for Public Events
  - Zoom Webinar Licenses
  - 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

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/
https://kb.franklin.uga.edu/x/BQB0

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

USG Systems Status Page
http://status.usg.edu

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!