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

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.

Reference: Ad-Astra Classroom Schedules

### Websites

- **Franklin OIT**:
  - [Homepage](http://oit.franklin.uga.edu)
  - [Directory](http://oit.franklin.uga.edu/)
  - [Service Offerings](https://kb.franklin.uga.edu/x/xgKlAg)
  - [Systems Status Information](http://status.franklin.uga.edu/)
    - [UGA/EITS Systems Status Pages](http://status.uga.edu)
    - [USG Systems Status Page](http://status.usg.edu)

### Helpdesk Information

- **Help Desk**
  - [Website](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.