# Computer Hardware & Software Support

## Help Documents

- Adobe Software
- Alertus Desktop Asking for Admin Credentials Constantly
- ArchPass Duo
- ChemBio Office Software
- Citrix Workspaces for vLab
- Digital Signage
- DNASTAR Lasergene Software
- Endpoint Management
- ESRI ArcGIS Software Information and Usage
- Fiji (ImageJ) Installation Instructions
- FileMaker Client: Transition from old FileMaker Server to New (v16, v17)
- Geneious Software
- Google Workspace
- Gradescope
- Help Desk Ticketing System
- JMP Software
- Locating IP Information in Cisco AnyConnect
- Mac OS
- Microsoft Office
- Printer Support
- Semichem Ampac Software
- Tips for Working Remotely
- UGA Telephony Information
- Windows OS

## External Resources

- Franklin OIT Service Catalog

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**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!

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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>
</tr>
<tr>
<td>Call</td>
<td>706-542-9900</td>
</tr>
</tbody>
</table>

## Hours of Operation

Monday - Friday
8:00 a.m. - 5:00 p.m.

## Website Information

<table>
<thead>
<tr>
<th>Homepage</th>
<th><a href="http://oit.franklin.uga.edu">http://oit.franklin.uga.edu</a></th>
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<td>Directory</td>
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## Service Offerings

<table>
<thead>
<tr>
<th>Franklin OIT Status</th>
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<tbody>
<tr>
<td>UGA/EITS Systems Status Pages</td>
<td><a href="http://status.uga.edu">http://status.uga.edu</a></td>
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## Systems Status Information

<table>
<thead>
<tr>
<th>USG Systems Status Page</th>
<th><a href="http://status.usg.edu">http://status.usg.edu</a></th>
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<td>UGA/EITS Systems Status Pages</td>
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<td><a href="https://www.facebook.com/uga.eits">https://www.facebook.com/uga.eits</a></td>
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<td><a href="https://status.usg.edu">https://status.usg.edu</a></td>
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