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 (ie 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 Homepage Image Header
    - Creating/Editing Simple Slider Images on Homepage
    - Creating New Inclusive Excellence Spotlights
    - Creating a New Project Showcase
  - Adding Images to Content
    - Inserting an Image or File That is Already Being Used on the Website
  - Inserting PDFs and Other Documents
  - 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 sever
  - 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

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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
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!