

When to contact Franklin College OIT (Office of Information Technology):

- [Data Backup Services](#)
 - [Data Backup for Desktops](#) — Cost: Variable
 - [Data Backup for Servers](#) — Cost: Variable
- [Data Storage Services](#)
 - [Department and Unit File Shares](#) — Cost: free
 - [Individual File Shares](#) — Cost: free
 - [Secure File Exchange \(SendFiles & SecureReports\)](#) — Cost: free
 - [UGA OneDrive](#) — Cost: free
- [Faculty/Staff Computer Services](#)
 - [Primary Computer Support](#) — Cost: Free
 - [Software Support](#) — Cost: free
- [Instructional and Classroom Services](#)
 - [Campus Classroom Reservations](#) — Cost: free
 - [Classroom/AV Renovation Services](#) — Cost: free
 - [Classroom Technology Consulting Services](#) — Cost: free
 - [Digital Signage Support Services](#) — Cost: free
 - [eLC Course Design Consulting Services](#) — Cost: free
 - [Media storage/streaming Consulting Services](#) — Cost: free
- [Servers and Server Management Services](#)
 - [Server Hosting & Support](#) — Cost: Variable
 - [Print Management](#) — Cost: free
 - [Status System](#) — Cost: free
- [Web Services](#)
 - [Department, Center and Institute Web site Service](#) — Cost: \$750
 - [Faculty Web Page Service](#) — Cost: free
 - [Research Lab Web site Service](#) — Cost: free
 - [Online Course Evaluations](#) — Cost: free for Franklin College Departments, \$1000+ annually for non-Franklin units
 - [Qualtrics Survey Consulting](#) — Cost: free
 - [Franklin College Help Desk](#) — Cost: Free
 - [Self Service Website](#) — Cost: free

How to contact Franklin OIT:

Go to our website and scroll to the very bottom <https://sociology.uga.edu/>

Click IT Support



Click Submit a ticket


Office of Information Technology

OUR MISSION

Franklin College Office of Information Technology exists to support the instruction, research, and service missions of Franklin College by aligning information technology resources and services with priorities and needs identified by the college and our departments. We strive to be proactive, demonstrate a positive attitude, and provide high-quality service to our faculty, staff, and students. We add value by harnessing the transformative potential of information technology to accomplish the missions of Franklin College.

 IT Services

 System Status

 IT Self Service

 Submit a Ticket

 E-mail Us



When to contact Enterprise Information Technology Services (EITS) Help Desk:

List of all services offered (and supported) by the EITS Help Desk.

[ArchPass, powered by Duo](#)

[Athena](#)

[Authentication](#)

[Banner Administrative Pages](#)

[Cable TV](#)

[Compromised Machine Notifications](#)

[eLearning Commons \(eLC\)](#)

[File Storage for Units \(IFS\)](#)

[Identity Management System \(IDM\)](#)

[Internet Connections on Campus](#)

[Listserv](#)

[Microsoft's Forms](#)

[Microsoft's Planner](#)

[Microsoft's Power BI](#)

[Microsoft Office 365 ProPlus](#)

[Microsoft Teams](#)

[MyID](#)

[MyUGA Portal](#)

[Office 365 Groups](#)

[OneDrive for Business](#)

[Online Directory](#)

[Qualtrics](#)

[Remote Access VPN](#)

[SendFiles & SecureReports](#)

[Sway](#)

[Symantec Data Loss Prevention \(DLP\)](#)

[Systems Engineering Best Practices](#)

[TeamDynamix](#)

[Trend Micro](#)

[UGAMail](#)

[UGAMail Calendar](#)

[UGA Web Hosting Standard Service](#)

[vLab](#)

[wepa Print Kiosks](#)

How to contact the EITS Help Desk:

Go here: <https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/ServiceDet?ID=9858>

A red rectangular button with rounded corners. On the left side, there is a white circular icon containing a right-pointing arrow. To the right of the icon, the text "Request Support" is written in white, bold, sans-serif font. Below the button, there is a thin red horizontal line.

Click on request Support