Help Desk Request

How to Use the Help Desk End User Portal

Call Center Phone: 717-871-7777
Email: help@millersville.edu
Classroom Hotline: 717-871-7280
Facebook: MillersvilleUniversityIT

Online Resources

Student Resources

Current Students

<table>
<thead>
<tr>
<th>Current Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Overview of Tech on Campus: it4students</td>
</tr>
<tr>
<td>• Portal Login (Outlook, MAX, D2L, MU Alert and more) - myVille Portal</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>• Campus Labs: Computer Labs</td>
</tr>
<tr>
<td>• Printing on Campus: Printing in Campus Labs</td>
</tr>
<tr>
<td>• Self service maintenance for MAX, myVILLE and D2L: Student Account Maintenance</td>
</tr>
<tr>
<td>• On Campus Computer Help: Technical Assistance Center (TAC)</td>
</tr>
<tr>
<td>• Want to work for IT? Student Employment Application</td>
</tr>
</tbody>
</table>
New Students

- Overview of Tech on Campus: it4students
- Portal Login (Outlook, MAX, D2L, MU Alert and more) - myVille Portal
  - Logins and Services Directory
- Self service maintenance for MAX, myVILLE and D2L: Student Account Maintenance
- myVILLE Tech: keeping you connected, overview of IT services, programs and communication
- IT 101: the basics, what you need to know

Faculty & Staff Resources

Services Offered

- Portal Login (Outlook, MAX, D2L, MU Alert, Cascade and more) - myVille Portal
  - Logins and Services Directory
- Computer Ordering Information - Faculty & Staff
- D2L
  - Home - D2L login/Information Page
  - D2L - Resource Listing
  - Instructional & Technology Support Service Catalog
  - Kaltura MediaSpace
- Classroom Guides: Instructional Technology - Technology Enhanced Learning Spaces
- Remote Support Information (Bomgar)
- Ricoh Copiers
- Telephone
- Videoconferencing and ITV
- Virtual Desktop Clients
- Wireless Network
  - Wireless Connection Guide
  - Guest Wireless Instructions
  - Clean Access - access to wireless network
- Websites

New to the University?

- How to Get Technical Help overview
- University Portal overview: Logins
- Passwords: Using the MU Password Portal
- Help Desk End User Portal overview: Help Desk End User Portal
- Logins and Passwords Guide for Faculty

Commonly Used Software
Commonly Used Software

- Adobe Products
- Anti-Virus Software
- Barracuda Spam Firewall
- Cascade User's Guide
- Kaltura MediaSpace
- Mathematica Install
- OnBase Documentation - Home
- Outlook
  - Outlook Profile Setup
  - Faculty & Staff Outlook Email on Smart Phones
- Turnitin GradeMark

Application Database User Guides

<table>
<thead>
<tr>
<th>Application Database User Guides</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Banner</td>
</tr>
<tr>
<td>• Application Support</td>
</tr>
<tr>
<td>• Banner Information</td>
</tr>
<tr>
<td>• Logging on to Banner</td>
</tr>
<tr>
<td>• Degree Audit</td>
</tr>
<tr>
<td>• Hyperion</td>
</tr>
</tbody>
</table>
Help Desk

Help Desk Contact

Info

Location: Boyer Building
Phone: 717-871-7777
Email: help@millersville.edu

Hours:

Call Center Hours

- M-Th 7:00am - 12:00am EST
- F 7:00am - 5:00pm EST
- Sun 3:00pm - 12:00am EST

Walk-in Technical Assistance Center (TAC) Hours

Boyer, 1st floor, Room 119

- Fall/Spring Semesters:
  - M-Th 8:00am - 9:00pm, F 8:00am - 5:00pm EST
- Winter/Summer Sessions:
  - M-F 8:00am - 5:00pm EST

MU Alert System: Emergency Notification

LiveSafe - mobile safety system for the University Community:
LiveSafe App