Self Help

Help Desk

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

Quick Links

Submit A Help Desk Request

Online Resources

Student Resources
<table>
<thead>
<tr>
<th><strong>Current Students</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="IT 4 Students" /></td>
<td><img src="image2.png" alt="Quick Guides" /></td>
</tr>
<tr>
<td><img src="image3.png" alt="Printing @ MU" /></td>
<td><img src="image4.png" alt="Account maintenance" /></td>
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</tbody>
</table>

<table>
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<tr>
<th><strong>New Students</strong></th>
<th></th>
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<td><img src="image4.png" alt="Account maintenance" /></td>
<td><img src="image5.png" alt="myVille TECH" /></td>
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**Faculty & Staff Resources**

New to the University?
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<table>
<thead>
<tr>
<th>How To Get IT Help</th>
<th>Logins &amp; Passwords Guide</th>
</tr>
</thead>
</table>

## Services Offered

<table>
<thead>
<tr>
<th>Portal Login</th>
<th>Computer Ordering Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>Staff and Faculty</td>
</tr>
</tbody>
</table>

- Telephone
- Videoconferencing and ITV
- Virtual Desktop Clients
- Wireless Network
  - Wireless Connection Guide
  - Guest Wireless Instructions

## Commonly Used Software
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- Adobe Products
- Banner
  - Application Support
  - Banner Information
  - Logging on to Banner
- Barracuda Spam Firewall
- Cascade User's Guide
- Degree Audit
- Hyperion
- MU Video
- Mathematica Install
- OnBase Documentation - Home
- Outlook
  - Outlook Profile Setup
  - Faculty & Staff Outlook Email on Smart Phones
- Turnitin GradeMark
Help Desk

Help Desk Contact Info

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

Hours:
• Call Center
  • Fall/Spring Semesters:
    • M-Th 7:00am - 11:00pm EST
    • F 7:00am - 5:00pm EST
  • Summer Sessions:
    • M-F 7:00am - 5:00pm EST

Walk-in TAC

Technical Assistance Center - access via W. Frederick Street side of building

• Fall/Spring Semesters:
  • M-Th 8:00 am - 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