Resources

Below you will find available resources for students within the IT Self-Help. Click on a link below to view the appropriate page.

SERVICES

- Accounts
  - Student Accounts Overview: accounts, passwords, MAX
  - Student Accounts FAQs: username

- Campus Cable TV
  - Cable TV in Dorms: channel listing, common issues and fixes

- ResNet Dorm Network
  - Finding the MAC Address of a Device: needed for access to university network

Call the Help Desk at (717) 871-7777 for any issues

On Campus Computer Labs

- Computer Labs: locations, hours and scheduling, procedures and policies
- Printing in Campus Labs: GoPrint procedures in general purpose labs
- Common Lab Printer Issues: printer problems, GoPrint
- vLab (Beta) - Virtual Lab: vLab delivers you a fully functional desktop to your personal device (Windows or Mac computer, iPad and some Android devices) over the Internet. Get started now: vLab

PROGRAMS
myVILLE Email

- Student Email Overview: requirements, general information
- myVILLE Mail Email Resources: accessing email, passwords, common issues and problems
- myVILLE Mail Forwarding: how-to guide to forwarding your email
- myVILLE Mail on Smart Phones: how-to guide
- Setting up myVILLE Mail on Gmail: how-to guide for Gmail
- Barracuda Spam Firewall: managing spam

D2L

- D2L: your online education platform

GENERAL INFORMATION

- Student Employment Application: want to work for IT?
- Purchasing a New Computer - Students: recommendations and links
- IT 101: good to know
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 8:00am - 9:00pm, F 8:00am - 5:00pm EST
    - Winter/Summer Sessions:
      - M-F 8:00am - 5:00pm EST

Emergency Notification: MU Alert System
### New To Millersville?

- **Bringing a computer to campus:** what students need to know
- **Purchasing a New Computer - Students:** information and links to purchasing at an educational discount
- **myVILLE Tech:** keeping you connected, overview of IT services, programs and communication
- **MU Mobile App:** quick links to important information
- **Self Help:** up-to-date information on Help Desk service offerings
- **IT 101:** the basics, what you need to know

### Announcements

**IT Facebook Page**

Millersville University Info Tech (IT)

"Like" our Facebook Page to keep up-to-date on new technologies or changes in existing technologies around campus.

[http://www.facebook.com/MillersvilleUniversityIT](http://www.facebook.com/MillersvilleUniversityIT)