Welcome
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

Online Resources

Student Resources
## Current Students

<table>
<thead>
<tr>
<th><img src="#" alt="IT" /></th>
<th>4 Students</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Quick Guides" /></td>
<td></td>
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<tr>
<td><img src="#" alt="Account maintenance" /></td>
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<tr>
<td><img src="#" alt="myVille@Tech" /></td>
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## New Students

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## Faculty & Staff Resources

New to the University?
New to the University?

Services Offered

<table>
<thead>
<tr>
<th>Portal Login</th>
<th>Computer Ordering Info</th>
<th>D2L login</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>Staff and Faculty</td>
<td>D2L - Resource Listing</td>
</tr>
<tr>
<td>Support Service Catalog</td>
<td>MU Video</td>
<td>Technical Enhanced Learning Spaces</td>
</tr>
<tr>
<td>Copiers MFD’s</td>
<td>Web Image Monitor</td>
<td>User Code Management</td>
</tr>
</tbody>
</table>

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

Commonly Used Software
Commonly Used Software

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

Hours:

Call Center
- Fall/Spring Semesters:
  - M-Th 7:00am - 7:00pm 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 - 7:00pm, 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