Welcome
Help Desk

Submit A 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

Quick Links

Online Resources

Student Resources

Current Students
Current Students

New Students

New Students

Faculty & Staff Resources

New to the University?
New to the University?

How To Get IT Help

Logins & Passwords Guide

Services Offered

Outlook, MAX, D2L, MU Alert, Cascade and more

Staff and Faculty

D2L - Resource Listing
Support Service Catalog
MU Video
Technology Enhanced Learning Spaces

- 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:** Boyer 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 8:00am - 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**