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

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<tr>
<th>IT 4 Students</th>
<th>Quick Guides</th>
<th>Help Desk</th>
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<tr>
<td>Printing at MU</td>
<td>Account maintenance</td>
<td>myVilleTech</td>
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## New Students

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## Faculty & Staff Resources

New to the University?
# Services Offered

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<th>Computer Ordering Info</th>
<th>D2L login</th>
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<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>Staff and Faculty</td>
<td>D2L - Resource Listing</td>
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<td>Support Service Catalog</td>
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<td>Web image monitor</td>
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<td>User code management</td>
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- 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: Broyer 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