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
Faculty & Staff Resources

New to the University?
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: 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 8:00 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