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
Current Students

New Students

Faculty & Staff Resources

New to the University?
## Services Offered

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

## Commonly Used Software
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- **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