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
## New to the University?

### Services Offered

<table>
<thead>
<tr>
<th>Outlook, MAX, D2L, MU Alert, Cascade and more</th>
<th>Staff and Faculty</th>
<th>D2L - Resource Listing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff and Faculty</td>
<td>D2L - Support Service Catalog</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MU Video Technology Enhanced Learning Spaces</td>
<td></td>
</tr>
<tr>
<td>Install the View Client</td>
<td>Web Image monitor</td>
<td></td>
</tr>
<tr>
<td>Printing - Virtual Desktop Clients</td>
<td>User code management</td>
<td></td>
</tr>
</tbody>
</table>

- Videoconferencing and ITV
- 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 Contact

Info

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

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