Below you will find available resources for students within the IT Self-Help. Click on a link below to view the appropriate page.

**Accounts**
- Student Accounts Overview: accounts, passwords, MAX
- Student Accounts FAQs: username

**Campus Cable TV**
- Cable TV in Dorms: channel listing, common issues and fixes

**ResNet Dorm Network**
- Finding the MAC Address of a Device: needed for access to university network

Call the Help Desk at (717) 871-7777 for any issues.
On Campus Computer Labs

- **Computer Labs**: locations, hours and scheduling, procedures and policies
- **Printing in Campus Labs**: GoPrint procedures in general purpose labs
- **Common Lab Printer Issues**: printer problems, GoPrint
- **vLab (Beta) - Virtual Lab**: vLab delivers you a fully functional desktop to your personal device (Windows or Mac computer, iPad and some Android devices) over the Internet. Get started now: vLab

Programs

**myVILLE Email**

- **Student Email Overview**: requirements, general information
- **myVILLE Mail Email Resources**: accessing email, passwords, common issues and problems
- **myVILLE Mail Forwarding**: how-to guide to forwarding your email
- **myVILLE Mail on Smart Phones**: how-to-guide
- **Setting up myVille Mail on Gmail**: how-to-guide for Gmail
- **Barracuda Spam Firewall**: managing spam

D2L

- **D2L**: your online education platform

General Info

- **Student Employment Application**: want to work for IT?
- **Purchasing a New Computer - Students**: recommendations and links
- **IT 101**: good to know
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

Emergency Notification: MU Alert System
New To Millersville?

- **Bringing a computer to campus**: what students need to know
- **Purchasing a New Computer - Students**: information and links to purchasing at an educational discount
- **myVILLe Tech**: keeping you connected, overview of IT services, programs and communication
- **MU Mobile App**: quick links to important information
- **Self Help**: up-to-date information on Help Desk service offerings
- **IT 101**: the basics, what you need to know

Announcements

**IT Facebook Page**

Millersville University Info Tech (IT)

"Like" our Facebook Page to keep up-to-date on new technologies or changes in existing technologies around campus.

http://www.facebook.com/MillersvilleUniversityIT