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

<table>
<thead>
<tr>
<th><img src="image1" alt="IT 4 Students" /></th>
<th><img src="image2" alt="Quick Guides" /></th>
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<tbody>
<tr>
<td><img src="image3" alt="Account maintenance" /></td>
<td><img src="image4" alt="myVille Tech" /></td>
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### New Students

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### Faculty & Staff Resources

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**New to the University?**
New to the University?

How To Get IT Help

Logins & Passwords Guide

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

Virtual Desktops

Install the View Client
Print - Virtual Desktop Clients

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

Help Desk Contact

Info

Location: Beyer 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