Self Help
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

- IT 4 Students
- Quick Guides
- Printing @ MU (in campus labs)
- Account maintenance

### New Students

- IT 4 Students
- Quick Guides
- Account maintenance
- myVille Tech

### Faculty & Staff Resources

New to the University?
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
- Install as printer
- Web Image monitor
- User code management
- Install the View Client
- Printing - Virtual Desktop Clients

- Videoconferencing and ITV
- Wireless Network
  - Wireless Connection Guide
  - Guest Wireless Instructions

Commonly Used Software
<table>
<thead>
<tr>
<th>Commonly Used Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Adobe Products</td>
</tr>
<tr>
<td>- Banner</td>
</tr>
<tr>
<td>- Application Support</td>
</tr>
<tr>
<td>- Banner Information</td>
</tr>
<tr>
<td>- Logging on to Banner</td>
</tr>
<tr>
<td>- Barracuda Spam Firewall</td>
</tr>
<tr>
<td>- Cascade User's Guide</td>
</tr>
<tr>
<td>- Degree Audit</td>
</tr>
<tr>
<td>- Hyperion</td>
</tr>
<tr>
<td>- MU Video</td>
</tr>
<tr>
<td>- Mathematica Install</td>
</tr>
<tr>
<td>- OnBase Documentation - Home</td>
</tr>
<tr>
<td>- Outlook</td>
</tr>
<tr>
<td>- Outlook Profile Setup</td>
</tr>
<tr>
<td>- Faculty &amp; Staff Outlook Email on Smart Phones</td>
</tr>
<tr>
<td>- Turnitin GradeMark</td>
</tr>
</tbody>
</table>
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