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

<table>
<thead>
<tr>
<th><img src="image1" alt="IT 4 Students" /></th>
<th><img src="image2" alt="Quick Guides" /></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3" alt="Printing @ MU" /></td>
<td><img src="image4" alt="Account maintenance" /></td>
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</tbody>
</table>

### New 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="image4" alt="Account maintenance" /></td>
<td><img src="image5" alt="myVille Tech" /></td>
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</table>

### Faculty & Staff Resources

New to the University?
New to the University?

## Services Offered

<table>
<thead>
<tr>
<th>Staff and Faculty</th>
<th>End User Portal</th>
<th>D2L - Resource Listing</th>
<th>RightFax - Faxing over Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>Submit your own incidents and requests</td>
<td>Submit a Help Desk Ticket</td>
<td>RightFax Login</td>
</tr>
<tr>
<td>How to use the IT Help Desk End User Portal</td>
<td>Support Service Catalog</td>
<td>MU Video</td>
<td>Videoconferencing and ITV</td>
</tr>
<tr>
<td>Computer Ordering Info</td>
<td>D2L login</td>
<td>Technology Enhanced Learning Spaces</td>
<td></td>
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<tr>
<td>Virtual Desktops</td>
<td>Copiers MFD's</td>
<td></td>
<td></td>
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<tr>
<td>Install the View Client</td>
<td>Web Image monitor</td>
<td></td>
<td></td>
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<tr>
<td>Printing - Virtual Desktop Clients</td>
<td>User code management</td>
<td></td>
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</tbody>
</table>

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

### Wireless Network

- Wireless Connection Guide
- Guest Wireless Instructions
Help Desk

Help Desk Contact
Info

Location: Breyer 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