Self Help
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
### Current Students

- **IT4 Students**
- **Quick Guides**
- **Account maintenance**
- **myVilleTECH**

### New Students

- **IT4 Students**
- **Quick Guides**
- **Account maintenance**
- **myVilleTECH**

### Faculty & Staff Resources

- **New to the University?**
### Services Offered

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

### Commonly Used Software

- Outlook, MAX, D2L, MU Alert, Cascade and more
- How to use the IT Help Desk End User Portal
- D2L - Resource Listing
- Submit a Help Desk Ticket
- Support Service Catalog
- MU Video
- Technology Enhanced Learning Spaces
- Staff and Faculty
- Install the View Client
- RightFax Login
- Videoconferencing and ITV
## 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: Boyer 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 8:00am - 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