Resources

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

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**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

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**D2L**

- **D2L**: your online education platform

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**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: 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

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