Welcome

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

New Students

Faculty & Staff Resources

New to the University?
New to the University?

Services Offered
## Services Offered

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<th><strong>Outlook, MAX, D2L, MU Alert, Cascade and more</strong></th>
<th><strong>Submit your own incidents and requests</strong></th>
<th><strong>D2L - Resource Listing</strong></th>
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<td><strong>Submit a Help Desk Ticket</strong></td>
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<td><strong>MU Video</strong></td>
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<td><strong>User code management</strong></td>
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### Commonly Used Software

- Videoconferencing and ITV
- RightFax Login
- File Storage
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 8:00 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