Welcome

New Telephones!

- New telephone delivery has been complete. Please keep your current phone plugged in and your new phone box in close proximity.

- New telephone deployment will happen over Fall Break - October 6-9, 2018

- Be sure to save any current voice mail messages you wish to keep.

- Training - In Person or via Web - [Training Flyer](#)

- [Quick Start (First Time Use Guide)](#)

Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

Classroom Hotline: 717-871-7280
Online Resources

Student Resources

Current Students

New Students
Faculty & Staff Resources

New to the University?

Services Offered
## Services Offered

<table>
<thead>
<tr>
<th>Services Offered</th>
<th>How to Administer a Test</th>
<th>How to Get a Test Graded</th>
<th>How to Prepare for a Test</th>
<th>Test Scoring</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>Support Service Catalog</td>
<td>MU Video</td>
</tr>
<tr>
<td>End User Portal</td>
<td>How to use the IT Help Desk</td>
<td>Technology Enhanced Learning Spaces</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Computer Ordering Info
- Install the View Client
- Printing - Virtual Desktop Clients

### Virtual Desktops

### Copiers MFD’s
- Install as printer
- Web Image monitor
- User code management

### Videoconferencing and ITV

### RightFax Login

### Staff and Faculty

### Commonly Used Software

<table>
<thead>
<tr>
<th>Software</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>Videoconferencing and ITV</td>
</tr>
<tr>
<td>RightFax</td>
<td>Saving your files</td>
</tr>
<tr>
<td>File Storage</td>
<td>RightFax Login</td>
</tr>
<tr>
<td></td>
<td>Videoconferencing and ITV</td>
</tr>
</tbody>
</table>
## Commonly Used Software

### 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

Classroom Hotline: 717-871-7820

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