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
New Students

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Faculty & Staff Resources

New to the University?

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Services Offered
## Services Offered

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### Commonly Used Software
- Outlook, MAX, D2L, MU Alert, Cascade and more
- How to use the IT Help Desk
- Submit your own incidents and requests
- 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
- Install the View Client
- Virtual Desktops
- Installing a Printer
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- How to Administer a Test
- How to Get a Test Graded
- How to Prepare for a Test
- Test Scoring Sheets
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