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>Outlook, MAX, D2L, MU Alert, Cascade and more</th>
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<tbody>
<tr>
<td>Submit your own incidents and requests</td>
</tr>
<tr>
<td>How to use the IT Help Desk End User Portal</td>
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</table>

## D2L - Resource Listing
- Submit a Help Desk Ticket
- Support Service Catalog
- MU Video
- Technology Enhanced Learning Spaces

## Test Scoring
- How to Administer a Test
- How to Get a Test Graded
- How to Prepare for a Test
- Testscoring Sheets

## Staff and Faculty
- Install the View Client
- Printing - Virtual Desktop Clients

## Virtual Desktops
- Install as printer
- Web Image monitor
- User code management

## Computer Ordering Info
- How to Prepare for a Test
- Test Scoring

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

## Telephone Videoconferencing and ITV
- RightFax Login
- Saving your files

## RightFax Login
- FAXing over Network

## File Storage
- Saving your files

## Commonly Used Software
## 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

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