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

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### 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