Welcome

New Telephones!

Informational Links:
Quick Start (First Time Use Guide)
MU Phone Training Session
Archive: October 2018

Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info
Classroom Hotline: 717-871-7280

Submit a Ticket
Systems Status
Office365 Login
Need Help?
Online Resources

Student Resources

Current Students

New Students

Faculty & Staff Resources

New to the University?
## New to the University?

<table>
<thead>
<tr>
<th>Services Offered</th>
<th>Services Offered</th>
<th>Services Offered</th>
<th>Services Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>Submit your own incidents and requests</td>
<td>D2L - Resource Listing</td>
<td>How to Administer a Test</td>
</tr>
<tr>
<td>How to use the IT Help Desk</td>
<td>End User Portal</td>
<td>Submit a Help Desk Ticket</td>
<td>How to Get a Test Graded</td>
</tr>
<tr>
<td>How to use the D2L End User Portal</td>
<td>MU Video</td>
<td>MU Video Technology Enhanced Learning Spaces</td>
<td>How to Prepare for a Test</td>
</tr>
<tr>
<td>End User Portal</td>
<td>How to Prepare for a Test</td>
<td>Test Scoring</td>
<td>Techscoring Sheets</td>
</tr>
<tr>
<td>D2L</td>
<td>Install as printer</td>
<td>Test Scoring</td>
<td>How to Prepare for a Test</td>
</tr>
<tr>
<td>How to Prepare for a Test</td>
<td>Web Image monitor</td>
<td>Test Scoring</td>
<td>How to Prepare for a Test</td>
</tr>
<tr>
<td>Test Scoring</td>
<td>User code management</td>
<td>Test Scoring</td>
<td>How to Prepare for a Test</td>
</tr>
</tbody>
</table>

## Commonly Used Software

- Staff and Faculty
- Computer Ordering Info
- Virtual Desks
- Install the View Client
- Printing - Virtual Desktop Clients
- RightFax Login
- Videoconferencing and ITV
- RightFax Login
- File Storage
# 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
- MuGuest WiFi 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