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
Online Resources

Student Resources

Current Students

New Students

Faculty & Staff Resources

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

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<th>Portal Login</th>
<th>End User Portal</th>
<th>How To Get IT Help</th>
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### Services Offered

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<th>Outlook, MAX, D2L, MU Alert, Cascade and more</th>
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#### Computer Ordering Info
- Staff and Faculty
- Install the View Client
- Printing - Virtual Desktop Clients
- Install as printer
- Web Image monitor
- User code management

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

#### Commonly Used Software
## Commonly Used Software

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<th>Category</th>
<th>Software/Tools</th>
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| **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

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