Self Help

Quick Links & Information

Direct Phone: 717-871-7777
Help Desk Contact Info
Classroom Hotline: 717-871-7280

Online Resources

Student Resources
### Services Offered

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<th>Outlook, MAX, D2L, MU Alert, Cascade and more</th>
<th>End User Portal</th>
<th>D2L</th>
<th>Test Scoring</th>
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<tr>
<td>Submit your own incidents and requests</td>
<td>D2L - Resource Listing</td>
<td>Submit a Help Desk Ticket</td>
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<tr>
<td>How to use the IT Help Desk End User Portal</td>
<td>Support Service Catalog</td>
<td>How to Administer a Test</td>
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<td>MU Video</td>
<td>How to Get a Test Graded</td>
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<td>Technology Enhanced Learning Spaces</td>
<td>How to Prepare for a Test</td>
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<td>Testscoring Sheets</td>
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<th>Computer Ordering Info</th>
<th>Virtual Desktops</th>
<th>Copiers MFD’s</th>
<th>VoIP (Voice over IP) Telephones Videoconferencing and ITV</th>
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<td>Install as printer</td>
<td>RightFax Login</td>
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<td>Printing - Virtual Desktop Clients</td>
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<td>User code management</td>
<td>File Storage</td>
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<td>Saving your files</td>
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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
- 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