Self Help

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
<table>
<thead>
<tr>
<th>Services Offered</th>
</tr>
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<tbody>
<tr>
<td><strong>Outlook, MAX, D2L, MU Alert, Cascade and more</strong></td>
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<tr>
<td><strong>Submit your own incidents and requests</strong></td>
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<tr>
<td><strong>How to user the IT Help Desk</strong></td>
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<tr>
<td><strong>End User Portal</strong></td>
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<tr>
<td><strong>D2L - Resource Listing</strong></td>
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<tr>
<td><strong>How to Administer a Test</strong></td>
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<td><strong>Submit a Help Desk Ticket</strong></td>
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<td><strong>How to Get a Test Graded</strong></td>
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<td><strong>Support Service Catalog</strong></td>
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<td><strong>How to Prepare for a Test</strong></td>
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<td><strong>MU Video</strong></td>
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<tr>
<td><strong>Technology Enhanced Learning Spaces</strong></td>
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<td><strong>Test Scoring</strong></td>
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<tr>
<td><strong>RightFax Login</strong></td>
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<tr>
<td><strong>Saving your files</strong></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