Quick Links & Information

Direct Phone: 717-871-7777

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

Submit a Ticket
Systems Status
Office365

Online Resources

Student Resources

Current Students
Current Students

New Students

Faculty & Staff Resources

New to the University?
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<th>Services Offered</th>
<th>Test Scoring</th>
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<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>How to Administer a Test</td>
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<td>Submit your own incidents and requests</td>
<td>How to Get a Test Graded</td>
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<td>How to use the IT Help Desk End User Portal</td>
<td>How to Prepare for a Test</td>
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<td>Test Scoring Sheets</td>
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<td>Install the View Client</td>
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<td>Printing - Virtual Desktop Clients</td>
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<th>Virtual Desktops</th>
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<td>Web Image monitor</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

**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**