Self Help

Quick Links & Information

Direct Phone: 717-871-7777

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

Online Resources

Student Resources
New Students

Faculty & Staff Resources

New to the University?

Services Offered
## Services Offered

<table>
<thead>
<tr>
<th>Services Offered</th>
<th>IT Help Desk</th>
<th>Test Scoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook, MAX, D2L, MU Alert, and more</td>
<td>Submit your own incidents and requests</td>
<td>How to administer a test</td>
</tr>
<tr>
<td></td>
<td>How to use the IT Help Desk End User Portal</td>
<td>How to get a test graded</td>
</tr>
<tr>
<td></td>
<td></td>
<td>How to prepare for a test</td>
</tr>
<tr>
<td>D2L</td>
<td>D2L - Resource Listing</td>
<td>Test scoring sheets</td>
</tr>
<tr>
<td></td>
<td>Submit a Help Desk Ticket</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Support Service Catalog</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MU Video</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Technology Enhanced Learning Spaces</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Computer Ordering Info</th>
<th>Virtual Desktops</th>
<th>Copiers MFD’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff and Faculty</td>
<td>Install the View Client</td>
<td>Install as printer</td>
</tr>
<tr>
<td></td>
<td>Printing - Virtual Desktop Clients</td>
<td>Web Image monitor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>User code management</td>
</tr>
<tr>
<td>VoIP (Voice over IP) Telephones</td>
<td>Videoconferencing and ITV</td>
<td>RightFax Login</td>
</tr>
<tr>
<td></td>
<td></td>
<td>File Storage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Saving your files</td>
</tr>
</tbody>
</table>

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