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
Current Students

- IT 4 Students
- Everything Office365...all the time
- Quick Guides
- PORTAL LOGIN
- Computer Labs
- Account maintenance
- TAC Technical Assistance Center
- Student Employment
- Security Training

New Students

- IT 4 Students
- Everything Office365...all the time
- Quick Guides
- PORTAL LOGIN
- Account maintenance
- TAC Technical Assistance Center
- Student Employment
- Security Training

Faculty & Staff Resources

New to the University?

- Logins & Passwords Guide
- PORTAL LOGIN
- End User Portal Help Desk
- How To Get IT Help
- Security Training

Services Offered
### Services Offered

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<td>Install the View Client</td>
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<td>User code management</td>
<td>Saving your files</td>
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### Outlook, MAX, D2L, MU Alert, Cascade and more

- Submit your own incidents and requests
- How to use the IT Help Desk
- End User Portal
- D2L - Resource Listing
- Submit a Help Desk Ticket
- Support Service Catalog
- MU Video
- Technology Enhanced Learning Spaces
- How to Administer a Test
- How to Get a Test Graded
- How to Prepare for a Test
- Testscoing Sheets

### Commonly Used Software

- Install the View Client
- Printing - Virtual Desktop Clients
- RightFax Login
- File Storage
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<td>• Wireless Connection Guide</td>
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<td>• MuGuest WiFi Instructions</td>
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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