Self Help

Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

Classroom Hotline: 717-871-7280

Submit a Ticket

Systems Status

Office365 Login

Need Help?

Office365 Login

Online Resources

Student Resources

Current Students
### Current Students

<table>
<thead>
<tr>
<th>IT 4 Students</th>
<th>Everything Office365</th>
<th>Quick Guides</th>
<th>Computer Labs</th>
<th>Account Maintenance</th>
<th>TAC Technical Assistance Center</th>
<th>Student Employment</th>
</tr>
</thead>
</table>

### New Students

<table>
<thead>
<tr>
<th>IT 101</th>
<th>Everything Office365</th>
<th>Quick Guides</th>
<th>TAC Technical Assistance Center</th>
<th>Student Employment</th>
</tr>
</thead>
</table>

### Faculty & Staff Resources

|--------------------------|--------------|---------------------------|--------------------|------------------|

### New to the University?

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

<table>
<thead>
<tr>
<th>Services Offered</th>
<th>How to Use the IT Help Desk</th>
<th>End User Portal</th>
<th>D2L</th>
<th>Test Scoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Ordering Info</td>
<td>Install the View Client</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff and Faculty</td>
<td>Printing - Virtual Desktop Clients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VoIP (Voice over IP) Telephones Videoconferencing and ITV</td>
<td>Install as printer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Web Image monitor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>User code management</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Commonly Used Software

- RightFax Login
- File Storage
- Printing - Virtual Desktop Clients
- Web Image monitor
- User code management
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**