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
### Services Offered

<table>
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<tr>
<th><strong>Outlook, MAX, D2L, MU Alert, Cascade and more</strong></th>
<th><strong>Submit your own incidents and requests</strong></th>
<th><strong>How to use the IT Help Desk</strong></th>
<th><strong>End User Portal</strong></th>
<th><strong>D2L</strong></th>
<th><strong>Test Scoring</strong></th>
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<tr>
<td><strong>Submit a Help Desk Ticket</strong></td>
<td><strong>Support Service Catalog</strong></td>
<td><strong>MU Video</strong></td>
<td><strong>Technology Enhanced Learning Spaces</strong></td>
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<td><strong>How to Administer a Test</strong></td>
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<td><strong>How to Get a Test Graded</strong></td>
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<td><strong>How to Prepare for a Test</strong></td>
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<td><strong>D2L - Resource Listing</strong></td>
<td><strong>Test Scoring</strong></td>
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<td><strong>Testscoring Sheets</strong></td>
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| **Computer Ordering Info**                       | **Virtual Desktops**                      | **Copiers MFD’s**             | **Install as printer** |
| **Staff and Faculty**                            | **Install the View Client**               |                               | **Web Image monitor** |
| **Printing - Virtual Desktop Clients**           | **Print**                                 |                               | **User code management** |

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<th><strong>VoIP (Voice over IP) Telephones Videoconferencing and ITV</strong></th>
<th><strong>RightFax Login</strong></th>
<th><strong>File Storage</strong></th>
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<td><strong>RightFax Login</strong></td>
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<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