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

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<th>Computer Ordering Info</th>
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<th>Copiers MFD's</th>
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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

- D2L - Resource Listing
- Submit a Help Desk Ticket
- Support Service Catalog
- MU Video
- Technology Enhanced Learning Spaces

### Test Scoring

- How to Administer a Test
- How to Get a Test Graded
- How to Prepare for a Test
- Testscoresing Sheets

### Commonly Used Software

- RightFax Login
- File Storage
- Saving your files
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