Self Help

Quick Links & Information

Direct Phone: 717-871-7777
Help Desk Contact Info
Classroom Hotline: 717-871-7280

Submit a Ticket
Systems Status
Need Help?
Office365

Online Resources

Student Resources

Current Students
### Services Offered

<table>
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<tr>
<th>Services Offered</th>
<th>How to use the IT Help Desk</th>
<th>End User Portal</th>
<th>D2L - Resource Listing</th>
<th>How to Administer a Test</th>
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<tbody>
<tr>
<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>Submit your own incidents and requests</td>
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<td>Submit a Help Desk Ticket</td>
<td>How to Get a Test Graded</td>
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### Commonly Used Software
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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