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 Login

Online Resources

Student Resources

Current Students
Faculty & Staff Resources

New to the University?

Services Offered
### Services Offered

| 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 |
| Testscoring Sheets |

| Computer Ordering Info |
| Staff and Faculty |
| Install the View Client |
| Printing - Virtual Desktop Clients |

| Install as printer |
| Web Image monitor |
| User code management |

| VoIP (Voice over IP) Telephones Videoconferencing and ITV |
| RightFax Login |

| RightFax Login |
| File Storage |
| Saving your files |

### Commonly Used Software

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## 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