Self Help

Quick Links & Information

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

Need Help?  Submit a Ticket  Systems Status  Office365

Online Resources

Student Resources

Current Students
<table>
<thead>
<tr>
<th>Current Students</th>
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<tbody>
<tr>
<td>IT 4 Students</td>
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<tr>
<td>Everything Office365</td>
</tr>
<tr>
<td>Quick Guides</td>
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<tr>
<td>PORTAL LOGIN</td>
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<tr>
<td>Computer Labs</td>
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<tr>
<td>Account maintenance</td>
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<tr>
<td>TAC Technical Assistance Center</td>
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<td>Student Employment</td>
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<table>
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<th>New Students</th>
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<tr>
<td>TECH</td>
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<tr>
<td>IT 101</td>
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**Faculty & Staff Resources**

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<th>New to the University?</th>
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<td>Logins &amp; Passwords Guide</td>
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<td>PORTAL LOGIN</td>
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<td>End User Portal Help Desk</td>
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<tr>
<td>How To Get IT Help</td>
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<td>Security Training</td>
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**Services Offered**
### Services Offered

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

### Commonly Used Software

- **Computer Ordering Info**: Install the View Client, Install as printer, Web Image monitor, User code management
- **Virtual Desktops**: Printing - Virtual Desktop Clients
- **MFD's**: RightFax Login
- **VoIP (Voice over IP) Telephones Videoconferencing and ITV**: RightFax Login
- **Saving your files**: File Storage

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**End User Portal**

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

**How to User the IT Help Desk**

- End User Portal
- D2L
- MU Video
- Technology Enhanced Learning Spaces

**Submit your own incidents and requests**

- Submit a Help Desk Ticket
- Support Service Catalog
- MU Video
- Technology Enhanced Learning Spaces
## 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