Guest Account Guide

Millersville University Guest Account Guide

Before talking about Guest Accounts please note the following:
Full time students, staff, and faculty do not need guest accounts. Access to all MU computers, wireless, and other authorized systems are available from their primary accounts (Myville / Mu_Domain).
All secondary accounts (Desire2Learn, wireless, etc.) need to be synchronized with the user's primary login credentials. A simple password change in the Password Portals will accomplish this.
Student Password Portal: https://myaccount.millersville.edu/
Faculty / Staff Password Portal: https://mumanager.millersville.edu/showLogin.cc

Required information for all Guest Accounts:

- Organization or Group
- Individuals in that organization / group
  - Please provide a list of users in a simple 2 column Excel spreadsheet: Last Name / First Name
  - Groups: provide us with the group leader's contact information
- Start date for Guest Account
- End date for Guest Account
- Primary location of access
- Systems needed

Guest accounts for Visiting Organizations needing On-Campus residence:

Guest Accounts created for visiting organizations taking up residence on-campus need to be requested in advance. These guest account requests are filed through Dining and Conference Services. Once the accounts are created a master list is sent to their office and then forwarded to the group's leader. All inquiries for login credentials should be directed first to the group leader, and then to the Dining and Conference Services Office.

Guest accounts for Visiting Individuals or Groups (non-residence):

Faculty and Staff can request guest accounts for visiting individuals and groups. Multi-user and/or Multi-day accounts require lead time of at least 3-7 days depending on the size of the group. Requests must be filed by full time staff or faculty. Requests for guest accounts from student workers or the actual guests will be redirected to the full time referring body and may delay activation.

There are multiple systems that users can access with these guest accounts. Please indicate in your request which systems you will be using:

- Lab computer access
- Desire2Learn
- Administrative or Student Servers (Foreign Language Server, shared folders, etc.)

Most computer labs now have the new Thin Client devices in them. These devices require unique login credentials be created for every user of the group. In order to create these accounts, we will need the first and last name of each individual that will require access to a lab machine. Please give as much advanced notice as possible for these accounts; especially if your group exceeds 20 users.

One Day guest accounts:

The Help Desk has a limited number of temporary guest accounts that we can activate for one user for one business day or one weekend. Only full time staff or faculty can request these accounts. These accounts can be activated while on the phone with Help Desk technicians. Identity verification will be required. Have your Millersville ID number handy.

Temporary Desire2Learn Accounts:

The Instructional Design Team can create temporary D2L accounts for visiting faculty at the request of full time staff or faculty. Since two separate teams create these accounts, they may or may not have the same login credentials. To have these accounts created please provide for each guest:

- First and Last name
- Email address
- Course and Section number
- Professor name
FAQ:

Q: My guests received accounts but every time one person logs into a lab or classroom computer, they force a logoff of the other users.
A: The new Thin Client devices require separate and unique login credentials for every user. If you did not specify that your guests would be using the lab or classroom devices, this situation may pop up. The solution is to create individual accounts for each of your guests. Please contact the Help Desk and have a list of users available that you can email us. We will make every effort to accommodate your group however depending on the time of day, the size of the group, and the availability of personnel, we may not be able to create the accounts in the same business day.
Q: My guests received accounts but cannot log into wireless.
A: Guests must register for wireless access separately using the muguest-WIFI wireless network.
Q: When my guests connect in a dorm they are required to connect to Impulse SafeConnect. Is there any way to disable this?
A: Impulse SafeConnect is the utility we use to verify that computers connecting to our residential network meet the minimum security requirements we have set to ensure continuing availability of our network.
Q: Can I get email accounts for my guests?
A: Generally speaking we normally do not create email accounts for guests. If you find that you need Millersville email accounts for your guests, please explain the nature of their need.

Phone Numbers:

Help Desk: 717-871-7777 (x7777)
Dining and Conference Services: 717-871-5200