Welcome

Quick Links & Information

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

Online Resources

Student Resources
Current Students
### Current Students

<table>
<thead>
<tr>
<th>IT 4 Students</th>
<th>Everything Office365...all the time</th>
<th>Quick Guides</th>
<th>Computer Labs</th>
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<td>myVille Login</td>
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### New Students

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### Faculty & Staff Resources

### New to the University?

<table>
<thead>
<tr>
<th>Logins &amp; Passwords Guide</th>
<th>Portal Login</th>
<th>End User Portal Help Desk</th>
<th>How To Get IT Help</th>
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<td>Security Training</td>
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### 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
- 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
- Testscoring Sheets

### Computer Ordering Info
- Install the View Client
- Printing - Virtual Desktop Clients

### Virtual Desktops
- Installs 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

### Staff and Faculty
- How to Mount a Drive
- How to Prepare for a Test
- How to Prepare for a Test

### Commonly Used Software
# 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