Welcome

MU WIRELESS

Connecting Gaming Consoles/Firesticks

NEW Marauder
Use this for secure devices such as laptops, iPads, and cell phones

NEW Marauder IoT
Use this for Gaming Consoles, FireSticks, ChromeCasts, Alexa, etc.

Marauder Guest
Use this for individuals visiting campus and is intended for single daily use (good for 24 hours each session)
Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

Classroom Hotline: 717-871-7280

Online Resources

Student Resources
### Services Offered

<table>
<thead>
<tr>
<th><strong>Outlook, MAX, D2L, MU Alert, Cascade and more</strong></th>
<th><strong>Submit your own incidents and requests</strong></th>
<th><strong>D2L - Resource Listing</strong></th>
<th><strong>Test Scoring</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How to use the IT Help Desk End User Portal</strong></td>
<td></td>
<td><strong>Submit a Help Desk Ticket</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Support Service Catalog</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>MU Video</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Technology Enhanced Learning Spaces</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Computer Ordering Info</strong></td>
<td><strong>Virtual Desktops</strong></td>
<td><strong>Copiers MFDs</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Staff and Faculty</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Install the View Client</strong></td>
<td><strong>Printing - Virtual Desktop Clients</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Printing</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Web Image monitor</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>User code management</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Telephone System</strong></td>
<td><strong>RightFax Login</strong></td>
<td><strong>File Storage</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Videoconferencing and ITV</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RightFax Login</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Saving your files</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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