Welcome

MU WIRELESS

Connecting Gaming Consoles/Firesticks

**NEW**

**Marauder**

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

**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

Submit a Ticket  

Online Resources

Student Resources
## Services Offered

<table>
<thead>
<tr>
<th>Category</th>
<th>Services</th>
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<tbody>
<tr>
<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>Submit your own incidents and requests&lt;br&gt;<strong>How to use the IT Help Desk End User Portal</strong>&lt;br&gt;D2L - Resource Listing&lt;br&gt;Submit a Help Desk Ticket&lt;br&gt;Support Service Catalog&lt;br&gt;MU Video&lt;br&gt;Technology Enhanced Learning Spaces&lt;br&gt;How to Administer a Test&lt;br&gt;How to Get a Test Graded&lt;br&gt;How to Prepare for a Test&lt;br&gt;Testscoring Sheets</td>
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<td>Staff and Faculty</td>
<td>Install the View Client&lt;br&gt;Printing - Virtual Desktop Clients&lt;br&gt;Install as printer&lt;br&gt;Web Image monitor&lt;br&gt;User code management</td>
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<tr>
<td>Telephone System</td>
<td>RightFax Login&lt;br&gt;RightFax Login&lt;br&gt;File Storage&lt;br&gt;Saving your files</td>
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<tr>
<td>Videoconferencing and ITV</td>
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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

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