**Welcome**

**MU WIRELESS**

### Connecting Gaming Consoles/Firesticks

<table>
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<tr>
<th>NEW</th>
<th>Marauder</th>
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<tbody>
<tr>
<td>NEW</td>
<td>Marauder IoT</td>
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</tr>
<tr>
<td>NEW</td>
<td>Marauder Guest</td>
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</table>

**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)
## Services Offered

<table>
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<tr>
<th>Services Offered</th>
<th>How to Administer a Test</th>
<th>How to Get a Test Graded</th>
<th>How to Prepare for a Test</th>
<th>Testscoring Sheets</th>
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<tr>
<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>D2L - Resource Listing</td>
<td>Submit a Help Desk Ticket</td>
<td>Support Service Catalog</td>
<td>MU Video Technology Enhanced Learning Spaces</td>
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<td>Submit your own incidents and requests</td>
<td>How to use the IT Help Desk End User Portal</td>
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### Staff and Faculty
- Install the View Client
- Printing - Virtual Desktop Clients
- Install as printer
- Web Image monitor
- User code management

### Telephone System
- Videoconferencing and ITV

### RightFax Login
- Saving your files

### 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