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

Online Resources

Student Resources
# Current Students

<table>
<thead>
<tr>
<th>IT 4 Students</th>
<th>Everything in Office365</th>
<th>Quick Guides</th>
</tr>
</thead>
<tbody>
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<td>all the time</td>
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## New Students

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## Faculty & Staff Resources

### New to the University?

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<tr>
<th>IT 101</th>
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## Services Offered
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<table>
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<tr>
<th>outlook, MAX, D2L, MU Alert, Cascade and more</th>
<th>Submit your own incidents and requests</th>
<th>D2L - Resource Listing</th>
<th>Test Scoring</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How to use the IT Help Desk End User Portal</strong></td>
<td><strong>Submit a Help Desk Ticket</strong></td>
<td><strong>Support Service Catalog</strong></td>
<td><strong>How to Administer a Test</strong></td>
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<tr>
<td><strong>Technology Enhanced Learning Spaces</strong></td>
<td><strong>MU Video</strong></td>
<td><strong>How to Get a Test Graded</strong></td>
<td><strong>How to Prepare for a Test</strong></td>
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<tr>
<th>Staff and Faculty</th>
<th>Install the View Client</th>
<th>Install as printer</th>
<th>Copying</th>
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<tr>
<td><strong>Printing - Virtual Desktop Clients</strong></td>
<td></td>
<td>Web Image monitor</td>
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<td><strong>Staff and Faculty</strong></td>
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<td>User code management</td>
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<th>Telephone System</th>
<th>RightFax Login</th>
<th>File Storage</th>
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<td><strong>Videoconferencing and ITV</strong></td>
<td><strong>Saving your files</strong></td>
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# 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**