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

Systems Status

Need Help?

Online Resources

Student Resources
Current Students

New Students

Faculty & Staff Resources

New to the University?
**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 - Resource Listing
- Submit a Help Desk Ticket
- Support Service Catalog
- MU Video
- Technology Enhanced Learning Spaces
- How to Administer a Test
- How to Get a Test Graded
- How to Prepare for a Test
- Testscoring Sheets

- 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

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