## MU WIRELESS

### Connecting Gaming Consoles/Firesticks

<table>
<thead>
<tr>
<th><strong>NEW</strong></th>
<th><strong>OLD</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Marauder</strong></td>
<td><strong>Marauder IoT</strong></td>
</tr>
<tr>
<td>Use this for secure devices such as laptops, iPads, and cell phones</td>
<td>Use this for Gaming Consoles, FireSticks, ChromeCasts, Alexa, etc.</td>
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<tr>
<td><strong>Marauder Guest</strong></td>
<td><strong>Marauder IoT</strong></td>
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<tr>
<td>Use this for individuals visiting campus and is intended for single daily use (good for 24 hours each session)</td>
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</tbody>
</table>
Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

Classroom Hotline: 717-871-7280

Submit a Ticket

Online Resources

Student Resources
Current Students

New Students

Faculty & Staff Resources

New to the University?

Services Offered
## Services Offered

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

## Commonly Used Software
# Commonly Used Software

## Banner
- Application Support
- Banner Information
- Logging on to Banner

## Other Applications
- 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