# Welcome

## MU WIRELESS

### Connecting Gaming Consoles/Firesticks

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

Online Resources

Student Resources
Current Students

New Students

Faculty & Staff Resources

New to the University?

Services Offered
### Services Offered

| Outlook, MAX, D2L, MU Alert, Cascade and more | Submit your own incidents and requests | D2L - Resource Listing |
| How to use the IT Help Desk End User Portal | How to Administer a Test |
| | Submit a Help Desk Ticket |
| | Support Service Catalog |
| | MU Video |
| Technology Enhanced Learning Spaces | How to Get a Test Graded |
| | How to Prepare for a Test |
| | Test Scoring Sheets |

| Staff and Faculty | Install the View Client |
| | Printing - Virtual Desktop Clients |
| | Install as printer |
| | Web Image monitor |
| | User code management |

| Telephone System | RightFax Login |
| Videoconferencing and ITV | File Storage |
| | 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