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

Need Help?

Online Resources

Student Resources
Current Students

New Students

Faculty & Staff Resources

New to the University?
## Services Offered

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### Commonly Used Software

- **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**
- **Computer Ordering Info**
- **Virtual Desktops**
- **Copiers MFDs**
- **Install the View Client**
- **Printing - Virtual Desktop Clients**
- **Install as printer**
- **Web Image monitor**
- **User code management**
- **Telephone System**
- **RightFax Login**
- **Saving your files**
- **Videoconferencing and ITV**
## 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