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

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 Listings

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

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

Videoconferencing and ITV

File Storage

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