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
## Services Offered

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<th>Outlook, MAX, D2L, MU Alert, Cascade and more</th>
<th>Submit your own incidents and requests</th>
<th>How to use the IT Help Desk End User Portal</th>
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<td><strong>D2L</strong> - Resource Listing</td>
<td><strong>Submit a Help Desk Ticket</strong></td>
<td><strong>How to Administer a Test</strong></td>
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<td><strong>Support Service Catalog</strong></td>
<td><strong>MU Video</strong></td>
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<td><strong>Technology Enhanced Learning Spaces</strong></td>
<td><strong>How to Prepare for a Test</strong></td>
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| **Computer Ordering Info**                    | **Virtual Desktops**                   | **Copiers MFDs**                           |
| **Install the View Client**                   | **Printing - Virtual Desktop Clients** | **Install as printer**                     |
| **Staff and Faculty**                         |                                        | **Web Image monitor**                      |
|                                               |                                        | **User code management**                   |

| **Telephone System**                          | **RightFax Login**                     | **File Storage**                           |
| **Videoconferencing and ITV**                 |                                        | **Saving your files**                      |

### Commonly Used Software
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<table>
<thead>
<tr>
<th>Category</th>
<th>Items</th>
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| 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