### SU and MU IT Help

**Doctorate of Education in Educational Leadership (Ed.D.) Program**

**Shippensburg University**

**Login to your course: website, username, password**

<table>
<thead>
<tr>
<th>D2L Brig htsp ace Logi n Page</th>
<th>Login Instructions - MU Instructor</th>
<th>Login Instructions - SU Instructor</th>
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<tbody>
<tr>
<td>If your course instructor has a Millerstown email and you have a Ship email - you log into Millerstown D2L:</td>
<td>From Millerstown D2L login page:</td>
<td>If your course instructor has a Ship email and you have a Ship email - you log into Ship D2L:</td>
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http://millersville.desire2learn.com/d2l/login/
click the “Guest Login” link. Your user name is the part of your Ship email before the @. Your password is NOT connected to or reset through your Ship Account self service.

From Ship pensburg Brightspace Login page: https://d2l.ship.edu/d2l/login/
click the Ship button and login using your full Ship e-mail address and Ship Email password.
Support Desk Contact

Shippensburg Technology Help Desk for Students

If you can log in to D2L and you have a D2L course issue call the University of the D2L environment you are logged into for support:

Shippensburg Technology Help Desk for Students

- Monday-Thursday 8am-11pm
- Friday 8am-5pm
- Saturday 9am-5pm
- Sunday 12-11pm
- Summer M-F 9:00-3:00

Email helpdesk@ship.edu or call (717) 477-4357

https://www.ship.edu/technology/student/student_help_desk/

After hours:

Contact the D2L 24/7 Support Center:

866-832-2319 (toll free)
Password Issues & Support

Password Support

If you have a Ship email and you are logging into Ship Brightspace contact:

Shippensburg Technology Help Desk for Students

See https://password.ship.edu/showLogin.cc?isMobile=false to reset your Shippensburg University password.

If you have a Ship email and you are logging into Millersville D2L:

Use the “Forgot Your Password?” link on the Guest tab at https://wiki.millersville.edu/display/d2ldocs/Username+and+password+for+guests to change or reset your password.

You may call the Millersville IT Help desk for assistance, but you must specify that you have a “Guest” account and NOT a MyVille account.

Zoom Help

Zoom Login/Resources/Tech Help

Anyone may join a Zoom room using a link provided by any Zoom Meeting host. Users may only access personal meeting rooms and/or create meetings using Zoom at their home institution (the University of their email address).

Zoom Login

If you have a Ship email you may access your Zoom account at:

https://ship.zoom.us/

**meetings created by Millersville users will not appear on your Meetings list. You may only access them via the link provided to you by the Millersville user.

Shippensburg Zoom Resources:

https://idwt.freshdesk.com/support/solutions/8000051804

For Zoom Technical Help See Shippensburg Technology Help Desk for Students
Anyone may view an MUVide embedded to a course, so long as the user is enrolled in that course. Non Millersville users may only follow links to MUVideos if those videos are set to “Unlisted”.

MU Video Access

If you do not have a Millersville email, you cannot login to MUVideos directly. You can only use the features accessed via “My Media” from the D2L “Resources” menu.

MU Video Resources:

MU Video in D2L for Students *use this page only.

For MU Video Technical Help See Millersville IT Help Desk
If your course instructor has a Millerville email and you have a Millerville email - you log into Millerville D2L:

From Ship pens burg Brightspace Login page https://d2l.ship.edu/d2l/login/ click the Millerville University button

Your username is the part of your Millerville
From Millersville D2L login page:

https://millerville.desire2learn.com/
click the "Login" button.
Enter your MyVILLE user name and password (same as email).

See https://myaccount.millersville.edu/ to reset your MyVILLE password.

An email was sent to your Millersville.edu account, Subject="New Account Confirmation" containing a link to set up a password for your guest account.

Your password is NOT connected to or reset through your MyVILLE Account.

Support Desk Contact
If you can log in to D2L and you have a D2L course issue call the University of the D2L environment you are logged into for support:

Millersville IT Help Desk

- Monday-Thursday 7am-9pm
- Friday 7am-5pm
- Summer M-F 8:00-5:00

Email help@millersville.edu or call (717) 871-7777.

https://wiki.millersville.edu/display/ittac/Welcome

D2L Self Help Web Resources

- https://wiki.millersville.edu/display/d2ldocs/Home
- https://wiki.millersville.edu/display/d2ldocs/Video+tour
- “Resources for Student Success” content inside D2L.

Contains descriptions of each D2L tool and links to Brightspace videos, when available.

Password Issues & Support

Password Support

If you have a Millersville email and you are logging into Millersville D2L contact:

Millersville IT Help Desk

See

https://myaccount.millersville.edu/ to reset your MyVille password.

If you have a Millersville email and you are logging into Shippensburg Brightspace:

Use the “Forgot Password?” feature on the Guest Login screen (from the “Millersville” button option on the Ship Brightspace login screen) to change or reset your password.

You may call the Shippensburg Technology Help Desk for Students but you must specify that you have a “Guest” account and NOT a Ship account.

Zoom Help
If you have a Millersville email you may access your Zoom account at:

https://millersville.zoom.us/

Or from the “University” menu within Millersville D2L.

*meetings created by Shippensburg users will not appear on your Meetings list. You may only access them via the link provided to you by the Shippensburg user.

Millersville Zoom Resources:
Instructional Technology - Zoom

For Zoom Technical Help See Millersville IT Help Desk for Students

Anyone may view an MUVideo embedded to a course, so long as the user is enrolled in that course. Non Millersville users may only follow links to MUVideos if those videos are set to “Unlisted”.

MU Video Access

If you have a Millersville email you may access MUVideo, login using your myVille credentials directly at:

https://millersville.mediaspace.kaltura.com/

MU Video Resources:
MU Video *May use full catalog of resources.

For MU Video Technical Help See Millersville IT Help Desk

Doctorate of Education in Educational Leadership Program Contact Information

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<th>Shippensburg</th>
<th>Millersville</th>
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<tbody>
<tr>
<td>Department Coordinator</td>
<td>Dr. Jerry Fowler, <a href="mailto:GLFowl@ship.edu">GLFowl@ship.edu</a></td>
<td>Dr. Tiffany Wright, <a href="mailto:tiffany.wright@millersville.edu">tiffany.wright@millersville.edu</a></td>
</tr>
<tr>
<td>Program Contact</td>
<td><a href="mailto:EdD.gradasst@millersville.edu">EdD.gradasst@millersville.edu</a></td>
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<tr>
<td>Website</td>
<td>SU Ed.D. Program</td>
<td>MU Ed.D. Program</td>
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| Library Support | Dr. Kirk Moll  
Assistant Professor  
Research Coordinator & Public Services Librarian  
Office: LL107  
Phone: 717-477-1473  
Email: kamoll@ship.edu | Stephanie Pennucci  
Assistant Professor  
Education Librarian  
Office: McNairy 304  
Phone: 717-871-7122  
Email: stephanie.pennucci@millersville.edu |
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<tr>
<td>Note:</td>
<td>Students with one University email address will not be able to log in to library databases at the other University.</td>
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