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
## Services Offered

<table>
<thead>
<tr>
<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>
<th>How to Administer a Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>D2L - Resource Listing</td>
<td>Submit a Help Desk Ticket</td>
<td>Support Service Catalog</td>
<td>How to Get a Test Graded</td>
</tr>
<tr>
<td>MU Video</td>
<td>Technology Enhanced Learning Spaces</td>
<td>How to Prepare for a Test</td>
<td>Testscoing Sheets</td>
</tr>
<tr>
<td>Staff and Faculty</td>
<td>Install the View Client</td>
<td>Install as printer</td>
<td></td>
</tr>
<tr>
<td>Printing - Virtual Desktop Clients</td>
<td>Web Image monitor</td>
<td>User code management</td>
<td></td>
</tr>
<tr>
<td>Telephone System</td>
<td>RightFax Login</td>
<td>Saving your files</td>
<td></td>
</tr>
<tr>
<td>Videoconferencing and ITV</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Commonly Used Software**

1. **D2L**
   - Resource Listing
   - Submit a Help Desk Ticket
   - Support Service Catalog
   - Technology Enhanced Learning Spaces

2. **How to Administer a Test**
   - How to Get a Test Graded
   - How to Prepare for a Test
   - Testscoing Sheets

3. **Installing and Managing Software**
   - Install the View Client
   - Install as printer
   - Web Image monitor
   - User code management

4. **Saving Your Files**
   - RightFax Login
   - Saving your files

5. **Other Services**
   - Telephone System
   - 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

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