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?

Submit a Ticket

Systems Status

Online Resources

Student Resources
### Current Students

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<tr>
<th>IT 4 Students</th>
<th>Everything Office365 all the time</th>
<th>Quick Guides</th>
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</thead>
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<tr>
<td><strong>byVille</strong></td>
<td><strong>Portal Login</strong></td>
<td><strong>in campus labs</strong></td>
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<td><strong>TAC Technical Assistance Center</strong></td>
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### Faculty & Staff Resources

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<td>End User Portal</td>
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<td>How To Get IT Help</td>
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<td>Cyber Security Information</td>
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### Services Offered
# Services Offered

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<th>How to user the IT Help Desk End User Portal</th>
<th>D2L - Resource Listing</th>
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<td>Outlook, MAX, D2L, MU Alert, Cascade and more</td>
<td>Submit your own incidents and requests</td>
<td>Submit a Help Desk Ticket</td>
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<tr>
<td>How to use the IT Help Desk End User Portal</td>
<td>D2L - Resource Listing</td>
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<td>Technology Enhanced Learning Spaces</td>
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<td>How to Administer a Test</td>
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<td>How to Prepare for a Test</td>
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<td>Testscoring Sheets</td>
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<td>Staff and Faculty</td>
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<td>Install as printer</td>
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<td>Printing - Virtual Desktop Clients</td>
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<td>Videoconferencing and ITV</td>
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## Commonly Used Software
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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

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