**Welcome**

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### New Virtual Desktop Access via the Web

<table>
<thead>
<tr>
<th>Student Virtual Desktop</th>
<th>University Virtual Desktop</th>
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<tbody>
<tr>
<td>Hey Students! Getting access to the vLab (Campus Lab) Desktop just got easier. Click the icon and get a fully-functional Windows Virtual Desktop via a web browser on your computer. All the software you access in our general on-campus labs is available here.</td>
<td>University Users! Now you can access your Virtual Desktop via the Web!</td>
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</tbody>
</table>
Hyperion Users - quick connection to desktop for Hyperion by using Generic Staff
• Staff
• Standard Desktop Users
  - now you can access your Desktop when off-campus
Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

Classroom Hotline: 717-871-7280

Online Resources

Student Resources
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 Listing
Submit a Help Desk Ticket
Support Service Catalog

Technology Enhanced Learning Spaces

Computer Ordering Info

Install the View Client
Printings - Virtual Desktop Clients

Virtual Desktops

MFD's

Install as printer
Web Image monitor
User code management

Wireless Network

Connecting Gaming Consoles/Firesticks

Telephone System

Staff and Faculty

RightFax

Faxing over Network

RightFax Login

File Storage

Saving your files

Videoconferencing and ITV
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 8:00am - 4:00pm EST

Walk-in TAC

Technical Assistance Center - access via W. Frederick Street side of building

- Fall/Spring Semesters:
  - M-Th 8:00 am - 7:00pm, F 8:00am - 5:00pm EST
- Winter/Summer Sessions:
  - M-F 8:00am - 4:00pm EST

MU Alert System: Emergency Notification

LiveSafe - mobile safety system for the University Community: LiveSafe App