Welcome

### Wireless Network Info

- **Marauder IoT**
- **Wireless Network Info**

### How-To Guide: Connecting Gaming Consoles/Firesticks

1. **How do I find my MAC Address?**
   - Finding the MAC Address of a Device

2. **Configuring an Alexa/Echo/Chromecast**
   - In order to connect Amazon or Google Chromecast, you need to connect your phone to the same network (Marauder IoT) as the Alexa or Chromecast.

### New Student Orientation

- **2019 Orientation Schedule** - PDF
- **Orientation Guidebook** - see the FAQs and the OnCampus Resources section

### Welcome Flyer from MU Info Tech

- **Welcome...bles.pdf**

- **Wifi, Printing, Passwords, vLab and Office 365 OneDrive**

### New Virtual Desktop Access via the Web
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.

University Users!
Now you can access your Virtual Desktop via the Web!

- 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

Need Help?
Submit a Ticket

Office 365 Login

Online Resources

Student 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

How to Administer a Test
How to Get a Test Graded
How to Prepare for a Test
Test Scoring Sheets

Install the View Client
Printing - Virtual Desktop Clients

Staff and Faculty

Computer Ordering Info
Virtual Desktops
Copiers MFD’s

Telephone System
RightFax Faxing over Network
File Storage

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 8:00 am - 5:00 pm EST
  - F 8:00 am - 5:00 pm EST
- Summer Sessions:
  - M-F 8:00 am - 4:00 pm EST

Walk-in TAC

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

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

MU Alert System: Emergency Notification

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