Welcome

Welcome Flyer from MU Info Tech

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 Virtual Desktop Access via the Web

Wifi Access
Gaming Consoles
FireSticks
Alexa
Chrom eCasts

Finding the MAC Address of a Device

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

Welcome ...bles.pdf

Wifi, Printing, Passwords, vLab and Office 365 OneDrive
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 a desktop for Hyperion by using Generic Staff
Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

Classroom Hotline: 717-871-7280

Online Resources

Student Resources
Students

Faculty & Staff Resources
### New to the University?

- **Logins & Password Guide**
- **Logins & Password Guide**
- **Portal Login**
- **End User Portal**
- **IT Help Desk**
- **D2L**

### Services Offered

<table>
<thead>
<tr>
<th>Services Offered</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outlook, MAX, D2L, MU Alert, Cascade and more</strong></td>
<td>Submit your own incidents and requests <a href="#">How to use the IT Help Desk End User Portal</a></td>
</tr>
<tr>
<td><strong>D2L - Resource Listing</strong></td>
<td>Submit a help desk ticket <a href="#">Support Service Catalog</a></td>
</tr>
<tr>
<td><strong>Technology Enhanced Learning Spaces</strong></td>
<td><a href="#">How to Administer a Test</a></td>
</tr>
<tr>
<td><strong>How to Get a Test Graded</strong></td>
<td><a href="#">How to Prepare for a Test</a></td>
</tr>
<tr>
<td><strong>Test Scoring Sheets</strong></td>
<td><strong>Staff and Faculty</strong></td>
</tr>
<tr>
<td><strong>Install the View Client</strong></td>
<td><strong>Computer Ordering Info</strong></td>
</tr>
<tr>
<td><strong>Printing - Virtual Desktop Clients</strong></td>
<td><strong>Virtual Desktops</strong></td>
</tr>
<tr>
<td><strong>Wireless Network</strong></td>
<td><strong>Copiers &amp; MFD’s</strong></td>
</tr>
<tr>
<td><strong>Connecting Gaming Consoles/Firesticks</strong></td>
<td><strong>Telephones</strong></td>
</tr>
<tr>
<td><strong>Telephone System</strong></td>
<td><strong>RightFax Faxing over Network</strong></td>
</tr>
<tr>
<td><strong>Videoconferencing and ITV</strong></td>
<td><strong>RightFax Login</strong></td>
</tr>
<tr>
<td><strong>Saving your files</strong></td>
<td><strong>File Storage</strong></td>
</tr>
</tbody>
</table>
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 8:00am - 7:00pm EST
  - F 8:00am - 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 8:00 am - 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