Self Help

### Marauder IoT

**Wifi Access for:**
- Gaming Consoles
- FireSticks
- Alexa
- Chromecast

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

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

- 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 GenericStaff
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

Submit a Ticket

Systems Status

Office 365 Login

Need Help?

Online Resources

Student Resources
Students

Faculty & Staff Resources
New to the University?

### Services Offered

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logins &amp; Passwords Guide</td>
<td>MyVILLE portal for logging and password guides</td>
</tr>
<tr>
<td>Portal Login</td>
<td>Access to university portals</td>
</tr>
<tr>
<td>IT Help Desk</td>
<td>Support, incident reporting</td>
</tr>
<tr>
<td>Outlook, MAX, D2L, MU Alert,</td>
<td>Submit your own incidents and requests</td>
</tr>
<tr>
<td>Cascade and more</td>
<td></td>
</tr>
<tr>
<td>End User Portal</td>
<td>How to use the IT Help Desk End User Portal</td>
</tr>
<tr>
<td>D2L - Resource Listing</td>
<td>Submit a Help Desk Ticket</td>
</tr>
<tr>
<td>Applying D2L</td>
<td>Support</td>
</tr>
<tr>
<td>Technology Enhanced Learning</td>
<td></td>
</tr>
<tr>
<td>Computer Ordering Info</td>
<td>Staff and Faculty</td>
</tr>
<tr>
<td>Virtual Desktops</td>
<td>Install the View Client</td>
</tr>
<tr>
<td>Copiers</td>
<td>Printing - Virtual Desktop Clients</td>
</tr>
<tr>
<td>MFD’s</td>
<td></td>
</tr>
<tr>
<td>Telephones</td>
<td>Install as printer, Web Image monitor, User code</td>
</tr>
<tr>
<td>RightFax</td>
<td>RightFax Login</td>
</tr>
<tr>
<td>Faxing over Network</td>
<td></td>
</tr>
<tr>
<td>File Storage</td>
<td></td>
</tr>
<tr>
<td>Telephone System</td>
<td></td>
</tr>
<tr>
<td>Videoconferencing and ITV</td>
<td></td>
</tr>
<tr>
<td>RightFax Login</td>
<td></td>
</tr>
<tr>
<td>Saving your files</td>
<td></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 8:00am - 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