# KU and MU IT Help

## Doctor of Social Work Program

Kutztown University

Login to your course: website, username, password

<table>
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<th>D2L Login Instructions - KU Instructor</th>
<th>D2L Login Instructions - MU Instructor</th>
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| If your course instructor has a Kutztown email and you have a Kutztown email:  
From Kutztown D2L Login page: [https://desire2learn.kutztown.edu](https://desire2learn.kutztown.edu) click the "Kutztown Users" button. Enter your @live.kutztown.edu credentials. | If your course instructor has a Millersville email and you have a Kutztown email:  
From Millersville D2L login page: [https://millerstown.desire2learn.com](https://millerstown.desire2learn.com) click "In-Common" button. Select Kutztown University. Enter your @live.kutztown.edu credentials. |

## Support Desk Contact

### Kutztown IT Help Center

If you can log in to D2L and you have a D2L course issue call the University of the D2L environment you are logged into for support:

**D2L Administrators**

Monday-Friday, 8:00 - 4:30 pm (4:00pm in summer)

Email d2lAdmin@kutztown.edu or call (610) 683-4636.

[http://www2.kutztown.edu/academics/office-of-distance-education/support-and-contact-us.htm](http://www2.kutztown.edu/academics/office-of-distance-education/support-and-contact-us.htm)

**After-hour and weekend D2L Support**

Email helpdesk@desire2learn.com or call 1-866-838-9495

### D2L Self Help Web Resources

- [http://www.kutztown.edu/online/solutions](http://www.kutztown.edu/online/solutions)
- D2L Student Orientation Module located at website [http://www3.kutztown.edu/online/d2l_orientation/](http://www3.kutztown.edu/online/d2l_orientation/)

## Password Issues & Support
Password Support

Kutztown:

https://sam.app.kutztown.edu/

KU IT Help Center

Stratton Administration 201
- M-F 7:00am - 4:30pm
- Summer M-F 7:00am - 4:00pm

Academic Forum 204
- M-TH 7:00am - 10:00pm
- F 7:00am - 5:00pm
- Summer M-F 7:00am - 4:00pm

Email helpcenter@kutztown.edu or call (610) 683-1511

Zoom Help

Anyone may join a Zoom room using a link provided by any Zoom Meeting host. Users may only access personal meeting rooms and/or create meetings using Zoom at their home institution (the University of their email address).

Zoom Login

If you have a Kutztown email you may access your Zoom account at:

https://kutztown.zoom.us

Or from the “Communications” link within Kutztown’s D2L.

**meetings created by Millersville users will not appear on your Meetings list. You may only access them via the link provided to you by the Millersville user.

Kutztown Zoom Resources:

https://www.kutztown.edu/academics/office-of-distance-education/zoom.htm

For Zoom Technical Help see KU IT Help Center

Or: https://support.zoom.us/hc/en-us/articles/201362003-Zoom-Technical-Support

MU Video Help
MU Video Login/Resources/Tech Help

Anyone may view an MUVideo embedded to a course, so long as the user is enrolled in that course. Non Millersville users may only follow links to MUVideos if those videos are set to “Unlisted”.

MU Video Access

If you do not have a Millersville email, you cannot login to MUVideo directly. You can only use the features accessed via “My Media” from the D2L “Resources” menu.

MU Video Resources:

MU Video in D2L for Students *use this page only.

For MU Video Technical Help See Millersville IT Help Desk

Millersville University

Login to your course: website, username, password

**Login Instructions - MU Instructor**

If your course instructor has a Millersville email and you have a Millersville email- you log into Millersville D2L:

From Millersville D2L login page: [https://millersville.desire2learn.com/](https://millersville.desire2learn.com/) click the “Login” button. Enter your MyVILLE username and password (same as email).

See [https://myaccount.millersville.edu/](https://myaccount.millersville.edu/) to reset your MyVILLE password.

**Login Instructions - KU Instructor**

If your course instructor has a Kutztown email and you have a Millersville email:

From Kutztown D2L Login page: [https://desire2learn.kutztown.edu](https://desire2learn.kutztown.edu) click the “Millersville Users” button.

Enter your MyVILLE username and password (same as email).

Support Desk Contact
Millersville IT Help Desk

If you can log in to D2L and you have a D2L course issue call the University of the D2L environment you are logged into for support:

Millersville IT Help Desk

- Monday-Thursday 7am-9pm
- Friday 7am-5pm
- Summer M-F 8:00-5:00

Email help@millersville.edu or call (717) 871-7777.
https://wiki.millersville.edu/display/ittac/Welcome

D2L Self Help Web Resources

- https://wiki.millersville.edu/display/d2ldocs/Home
- https://wiki.millersville.edu/display/d2ldocs/Video+tour
- "Resources for Student Success" content inside D2L
  Contains descriptions of each D2L tool and links to Brightspace videos, when available.

Password Issues & Support

Password Support

If you are experiencing password issues contact Password support at the University of your own email address:

- Millersville:
  https://wiki.millersville.edu/display/ittac/Student+Accounts+Overview

Millersville IT Help Desk

- Monday-Thursday 7am-7pm
- Friday 7am-5pm
- Summer M-F 7am-5pm

Email help@millersville.edu or call (717) 871-7777

Zoom Help
Anyone may join a Zoom room using a link provided by any Zoom Meeting host. Users may only access personal meeting rooms and/or create meetings using Zoom at their home institution (the University of their email address).

If you have a Millersville email you may access your Zoom account at:

https://millersville.zoom.us/

Or from the "University" menu within Millersville D2L.

**meetings created by Kutztown users will not appear on your Meetings list. You may only access them via the link provided to you by the Kutztown user.

Millersville Zoom Resources:

Instructional Technology - Zoom

For Zoom Technical Help See Millersville IT Help Desk for Students

MU Video Help

Anyone may view an MUVideo embedded to a course, so long as the user is enrolled in that course. Non Millersville users may only follow links to MUVideos if those videos are set to "Unlisted".

MU Video Access

If you have a Millersville email you may access MUVideo, login using your myVille credentials directly at:

https://millersville.mediaspace.kaltura.com/

MU Video Resources:

MU Video *May use full catalog of resources.

For MU Video Technical Help See Millersville IT Help Desk

Student Info Sheet: DSW Program Student Information

Doctorate of Social Work Program Contact Information

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<tr>
<th>Department Coordinator</th>
<th>Kutztown</th>
<th>Millersville</th>
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<tbody>
<tr>
<td>Dr. Sharon Lyter, Ph.D., MSW, LCSW</td>
<td><a href="mailto:lyter@kutztown.edu">lyter@kutztown.edu</a></td>
<td>Dr. Laura Granruth, Ph.D.</td>
</tr>
<tr>
<td>Old Main 328 B-wing</td>
<td>(610) 683-4932</td>
<td>Stayer 311</td>
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Assistant Professor  
SWK subject librarian  
spham@kutztown.edu  
610-683-4813 | Tatiana Pashkova-Balkenhol  
Undergraduate Research & Instruction Librarian  
Assistant Professor, SOWK subject librarian  
tatiana.pashkova-balkenhol@millersville.edu  
717-871-4048 |