Self Help

Wireless Network Info

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 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

Submit a Ticket

Systems Status

Office 365 Login

Need Help?

Online Resources

Student Resources
Students

- IT: 4 Students
- Everything Office365...all the time
- PORTAL LOGIN
- D2L login
- Password management
- Student Employment

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

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

Staff and Faculty
Install the View Client
Printing - Virtual Desktop Clients

Telephone System
Videoconferencing and ITV

RightFax Login
RightFax Faxing over Network

File Storage
Saving your files
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