SU and MU IT Help

Doctorate of Education in Educational Leadership (Ed.D.) Program
Shippensburg University

Login to your course: website, username, password

**Login Instructions - MU Instructor**

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

From Millersville D2L login page: https://millersville.desire2learn.com/d2l/login.html click the “Guest Login” link. Your username is the part of your Ship email before the @. Your password is NOT connected to or reset through your Ship Account self service.

See https://millersville.desire2learn.com/d2l/lp/forgotPassword/forgotPassword.d2l to set your Millersville D2L password.

**Login Instructions - SU Instructor**

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

From Shippensburg Brightspace Login page: https://d2l.ship.edu/d2l/login.html click the Ship button and login using your full Ship e-mail address and Ship Email password.

See https://password.ship.edu/showLogin.cc?isMobile=false to reset your Shippensburg University password.

Support Desk Contact
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:

**Shippensburg Technology Help Desk for Students**

- Monday-Thursday 8am-11pm
- Friday 8am-5pm
- Saturday 9am-5pm
- Sunday 12-11pm
- Summer M-F 9:00-3:00

Email [helpdesk@ship.edu](mailto:helpdesk@ship.edu) or call (717) 477-4357

[https://www.ship.edu/technology/student/student_help_desk/](https://www.ship.edu/technology/student/student_help_desk/)

**After hours:**

Contact the D2L 24/7 Support Center:

866-832-2319 (toll free)

**D2L Self Help Web Resources**

- [https://idwt.freshdesk.com/support/solutions/folders/8000084819](https://idwt.freshdesk.com/support/solutions/folders/8000084819)
- Refer to Brightspace Help

[https://documentation.brightspace.com/EN/-/-/welcome_page.htm](https://documentation.brightspace.com/EN/-/-/welcome_page.htm)

**Password Issues & Support**

If you have a Ship email and you are logging into Ship Brightspace contact:

**Shippensburg Technology Help Desk for Students**

See [https://password.ship.edu/showLogin.cc?isMobile=false](https://password.ship.edu/showLogin.cc?isMobile=false) to reset your Shippensburg University password.

If you have a Ship email and you are logging into Millersville D2L:

Use the “Forgot Your Password?” link on the Guest tab at [https://wiki.millersville.edu/display/d2ldocs/Username+and+password+for+guests](https://wiki.millersville.edu/display/d2ldocs/Username+and+password+for+guests) to change or reset your password.

You may call the Millersville IT Help desk for assistance, but you must specify that you have a “Guest” account and NOT a MyVille account.

**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 Ship email you may access your Zoom account at:

https://ship.zoom.us/

**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.**

**Shippensburg Zoom Resources:**

https://idwt.freshdesk.com/support/solutions/8000051804

**For Zoom Technical Help See Shippensburg Technology Help Desk for Students**

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**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**

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**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/ click the "Login" button. Enter your MyVILLE username and password (same as email).

See https://myaccount.millersville.edu/ to reset your MyVille password.

Login Instructions - SU Instructor

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

From Shippensburg Brightspace Login page https://d2l.ship.edu/d2l/login/ click the Millersville University button

Your username is the part of your Millersville address before the @. An email was sent to your Millersville.edu account, Subject= "New Account Confirmation" containing a link to set up a password for your guest account. Your password is NOT connected to or reset through your MyVille Account.

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 have a Millersville email and you are logging into Millersville D2L contact:

Millersville IT Help Desk

See https://myaccount.millersville.edu/ to reset your MyVille password.

If you have a Millersville email and you are logging into Shippensburg Brightspace:

Use the “Forgot Password?” feature on the Guest Login screen (from the “Millersville” button option on the Ship Brightspace login screen) to change or reset your password.

You may call the Shippensburg Technology Help Desk for Students but you must specify that you have a “Guest” account and NOT a Ship account.

Zoom Help

Zoom Login/Resources/Tech Help

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 Shippensburg users will not appear on your Meetings list. You may only access them via the link provided to you by the Shippensburg 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

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Doctorate of Education in Educational Leadership Program Contact Information

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<tr>
<th>Department Coordinator</th>
<th>Millersville</th>
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<tbody>
<tr>
<td>Dr. Jerry Fowler</td>
<td>Dr. Tiffany Wright</td>
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<td><a href="mailto:GLFowl@ship.edu">GLFowl@ship.edu</a></td>
<td><a href="mailto:tiffany.wright@millersville.edu">tiffany.wright@millersville.edu</a></td>
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<th>Program Contact</th>
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<tbody>
<tr>
<td>SU Ed.D. Program</td>
<td><a href="mailto:EdD.gradasst@millersville.edu">EdD.gradasst@millersville.edu</a></td>
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<th>Library Support</th>
<th>Shippensburg</th>
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<tr>
<td>Dr. Kirk Moll</td>
<td>Stephanie Pennucci</td>
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<tr>
<td>Assistant Professor</td>
<td>Assistant Professor</td>
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<tr>
<td>Research Coordinator &amp; Public Services Librarian</td>
<td>Education Librarian</td>
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<tr>
<td>Office: LL107</td>
<td>Office: McNairy 304</td>
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<tr>
<td>Phone: 717-477-1473</td>
<td>Phone: 717-871-7122</td>
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<tr>
<td>Email: <a href="mailto:kamoll@ship.edu">kamoll@ship.edu</a></td>
<td>Email: <a href="mailto:stephanie.pennucci@millersville.edu">stephanie.pennucci@millersville.edu</a></td>
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<td>Students with one University email address will not be able to log in to library databases at the other University.</td>
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