Welcome

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 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!
• 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

Need Help?

Systems Status

Office365 Login

Online Resources

Student Resources
Students

Faculty & Staff Resources
New to the University?

Services Offered

**Logins & Passwords Guide**
- Outlook, MAX, D2L, MU Alert, Cascade and more

**PORTAL LOGIN**
- 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
- MU Video
- Technology Enhanced Learning Spaces

**End User Portal**
- How to Administer a Test
- How to Get a Test Graded
- How to Prepare for a Test
- Testscoring Sheets

**Computer Ordering Info**
- Staff and Faculty

**Virtual Desktops**
- Install the View Client
- Printing - Virtual Desktop Clients

**Telephones**
- Telephone System
- Videoconferencing and ITV

**RightFax**
- Faxing over Network
- RightFax Login

**File Storage**
- Saving your files

**Copyiers & MFD’s**
- MFD’s
- Install as printer
- Web Image Monitor
- User code management

**Telephone System**
- Videoconferencing and ITV

**Videoconferencing and ITV**
- RightFax Login

**Wireless Network**
- Connecting Gaming Consoles/Firesticks
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