### 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

- **Student Virtual Desktop**
  - 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 Virtual Desktop**
  - University Users! Now you can access your Virtual Desktop via the Web!
Hyperion Users - quick connection to desktop for Hyperion by using Generic Staff
Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info 🔗
⚠ Classroom Hotline: 717-871-7280

Need Help?
Submit a Ticket
Systems Status
Office 365 Login

Online Resources

Student Resources
Students

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

Submit a Help Desk Ticket

Support Service Catalog

D2L - Resource Listing

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

Testscoring Sheets

Staff and Faculty

Computer Ordering Info

Virtual Desktops

Install the View Client

Printing - Virtual Desktop Clients

Copiers & MFD's

Staff and Faculty

Telephones

Telephone System

Videoconferencing and ITV

RightFax

Faxing over Network

RightFax Login

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