Self Help

Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

Classroom Hotline: 717-871-7280

Online Resources

Student Resources
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 to the University?

<table>
<thead>
<tr>
<th>Logins &amp; Passwords Guide</th>
<th>PORTAL LOGIN</th>
<th>IT Help Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outlook, MAX, D2L, MU Alert, Cascade and more</strong></td>
<td><strong>Submit your own incidents and requests</strong></td>
<td><strong>End User Portal</strong></td>
</tr>
<tr>
<td><strong>Submit a Help Desk Ticket</strong></td>
<td><strong>How to use the IT Help Desk End User Portal</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Support Service Catalog</strong></td>
<td><strong>D2L - Resource Listing</strong></td>
<td></td>
</tr>
<tr>
<td><strong>MU Video</strong></td>
<td><strong>How to Administer a Test</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Technology Enhanced Learning Spaces</strong></td>
<td><strong>How to Get a Test Graded</strong></td>
<td></td>
</tr>
<tr>
<td><strong>How to Prepare for a Test</strong></td>
<td><strong>Test Scoring Sheets</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Staff and Faculty</strong></td>
<td><strong>Install the View Client</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Printing - Virtual Desktop Clients</strong></td>
<td><strong>Computer Ordering Info</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Virtual Desktops</strong></td>
<td><strong>Copiers &amp; MFD’s</strong></td>
<td></td>
</tr>
<tr>
<td><strong>RightFax Faxing over Network</strong></td>
<td><strong>File Storage</strong></td>
<td></td>
</tr>
<tr>
<td><strong>RightFax Login</strong></td>
<td><strong>Telephone System</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Videoconferencing and ITV</strong></td>
<td><strong>Connecting Gaming Consoles/Firesticks</strong></td>
<td></td>
</tr>
</tbody>
</table>
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