# Self Help

## Quick Links & Information

**Direct Phone:** 717-871-7777  

[Help Desk Contact Info](#)  

⚠️ **Classroom Hotline:** 717-871-7280

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<th>Submit a Ticket</th>
<th>Systems Status</th>
<th>Office 365</th>
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<td>Need Help?</td>
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<td>Office365 Login</td>
<td>Campus Lab</td>
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## 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?

- Logins & Passwords Guide
- Portal Login
- IT Help Desk

## 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

### 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
- Save
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 8:00am - 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