Self Help

Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

⚠ Classroom Hotline: 717-871-7280

Online Resources

Student Resources
Students

Wireless Network Info

Wifi Access for:
Gaming Consoles, FireSticks, Alexa, ChromeCasts

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.

Faculty & Staff Resources
New to the University?

Services Offered

- Logins & Passwords Guide
- Portal Login
- IT Help Desk
- End User Portal
- D2L - Resource Listing
- Outlook, MAX, D2L, MU Alert, Cascade and more
- Submit your own incidents and requests
- How to use the IT Help Desk End User Portal
- Support Service Catalog
- MU Video
- Technology Enhanced Learning Spaces
- How to Administer a Test
- How to Get a Test Graded
- How to Prepare for a Test
- Testscoring Sheets
- Computer Ordering Info
- Virtual Desktops
- Copy MFD's
- Staff and Faculty
- Install the View Client
- Printing - Virtual Desktop Clients
- Staff and Faculty
- Telephones
- RightFax
- Faxing over Network
- RightFax Login
- Telephone System
- Videoconferencing and ITV
- File Storage
- RightFax
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 EST
  - 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