Self Help

Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info 📞

⚠️ Classroom Hotline: 717-871-7280

Submit a Ticket

Systems Status

Office 365

Student Virtual Desktop

Need Help? Office365 Login Campus Lab

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.

**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

D2L - Resource Listing

Submit a Help Desk Ticket

Support Service Catalog

Technology Enhanced Learning Spaces

How to Administer a Test

How to Get a Test Graded

How to Prepare for a Test

Testscoring Sheets

Staff and Faculty

Install the View Client

Computer Ordering Info

Virtual Desktops

Copyiers

MFD’s

Telephones

RightFax Faxing over Network

File Storage

Telephone System

Videoconferencing and ITV

Web Image monitor

User code management

Connecting Gaming Consoles/Firesticks

RightFax Login

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