Self Help

Quick Links & Information

Direct Phone: 717-871-7777

Help Desk Contact Info

⚠️ Classroom Hotline: 717-871-7280

Office365 Login

Student Resources
Students

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?

**Logins & Password Guide**

**Portal Login**

**End User Portal**

**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**

**D2L - Resource Listing**

**Submit a D2L - Resource Listing**

**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**

**Staff and Faculty**

**Install the View Client**

**Printing - Virtual Desktop Clients**

**Computer Ordering Info**

**Virtual Desktops**

**Copiers MFD’s**

**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