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.

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**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 Request
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
Printing - Virtual Desktop Clients

Computer Ordering Info
Virtual Desktops
Copiers, MFD’s

Telephones
RightFax Faxing over Network
File Storage

Telephone System
Videoconferencing and ITV
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