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

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

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

RightFax Faxing over Network

File Storage

Videoconferencing and ITV

RightFax Login
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