Welcome
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.
New to the University?

**Services Offered**

- **Logins & Passwords Guide**
- **Portal Login**
- **End User Portal**
- **IT Help Desk**
- **D2L**
- **MU Video**
- **Technology Enhanced Learning Spaces**

- **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 ticket**
- **Support Service Catalog**
- **How to Administer a Test**
- **How to Get a Test Graded**
- **How to Prepare for a Test**
- **Testscoring Sheets**

- **Computer Ordering Info**
- **Virtual Desktops**
- **Copiers & MFD’s**
- **Wireless Network**
- **Connecting Gaming Consoles/Firesticks**

- **Staff and Faculty**
- **Install the View Client**
- **Install as printer**
- **Web Image monitor**
- **User code management**

- **Telephones**
- **RightFax**
- **File Storage**
- **Telephone System**
- **Faxing over Network**
- **RightFax Login**
- **Videoconferencing and ITV**
- **Saving your files**

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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
  - Winter/Summer Sessions:
    - M-F 8:00am - 4:00pm EST

- **Walk-in TAC**

  **Technical Assistance Center** - access via W. Frederick Street side of building
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    - M-Th 8:00 am - 7:00 pm EST
    - F 8:00 am - 5:00 pm EST
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**MU Alert System:** Emergency Notification

LiveSafe - mobile safety system for the University Community: [LiveSafe App](https://www.millersville.edu/)