IT Remote Resources

Millersville Logins Page

The logins page contains many helpful links used by Millersville students, faculty, and staff. You can get to the logins page by clicking on the "Logins" link in the footer of the Millersville website or following this link: millersville.edu/logins.
Virtual Desktops

Staff & Faculty

- Access at mydesktop.millersville.edu
  - Login with your MU username (ex. jsmith) and the same password you use to log into your work computer
  - Use the Gen Staff or Staff Standard option if you need to use Hyperion Web
  - If you don't need access to Hyperion Web you can use the Win 10 option
- Allows access to M:\, H:\, Onbase, SAP, Banner, Hyperion Studio & Web
- Can be accessed from any web browser

Students

- Access at vlab.millersville.edu
  - Login with your MU username (ex. jmsmith) and the same password you use to log into your MU e-mail
  - Same Windows desktop as in our general purpose computer labs on campus
  - Vlab is our Windows 10 virtual desktop and Vlab Win7 is our legacy Windows 7 virtual desktop
- Can be accessed from any web browser

HELP, my remote session is locked

- Click on tab on the left within your web browser

![Image of remote session]

- Then click on the CTL ALT DEL button at the top
Office 365

Access at www.millersville.edu/logins

Office 365 overview webinar recording for MU:

Documentation to go with webinar: Office 365 overview

OneDrive

- Store documents from your computer on the cloud so you can access them remotely from any device
- https://support.office.com/en-us/onedrive
- https://wiki.millersville.edu/display/ittac/Office+365

Teams

- Collaborate with co-workers on documents & conduct meetings
- Microsoft Teams Help & Learning
- Meetings in Microsoft Teams
  - Video Training for Microsoft Teams
  - Microsoft Teams Meeting App and Online
  - Microsoft Teams On-The_Go
- Microsoft Teams Quick Sheet

Office Apps (Word, Outlook, Excel)

- Install on up to 5 personal devices
- https://wiki.millersville.edu/display/ittac/Office+365

Adobe Creative Cloud

- Access at www.adobe.com
- Gives you access to the entire Adobe suite (Adobe DC, Photoshop, Illustrator, etc.)
- You are able to download Adobe programs on your personal computer
- For instructions on how to install & Access the Creative Cloud, visit Adobe Creative Cloud Suite

Temporary Student Software from Adobe

Millersville University has been granted the Temporary Student software from Adobe. This means that they can log in to adobe.com with their email addresses and install the desktop applications to their personal devices. This is temporary access and can be revoked at anytime by Adobe. Below is a link that can be sent to students with instructions on how to access the resources.

Temporary Access to Creative Cloud desktop Apps for Education:

https://wiki.millersville.edu/x/thBRBw
Zoom

- Access at www.millersville.edu/logins
- Schedule online meetings and video conferencing
- Meet with students, staff, and vendors remotely
- https://wiki.millersville.edu/display/instructdocs/Zoom

Accessing Voicemail

- **To listen to you voicemail:** In your MU Email you will have an audio/Mp4 file in your inbox

⚠️ If you delete it from your inbox it will also be deleted on the phone system also.

- **To change your voicemail greeting:** From an outside line dial 717-871-7878 then press * and enter your extension and press #, then enter your phone pin and press # (same pin you use to access your VM). Then listen to instruction prompts to adjust your voicemail message settings

Jabber/Call Centers

**Call Center Phone Resources**

- Log into the Cisco Call Center Phone system: https://uccx1.muad.local:8445
- Instructions to Force Open/Close call centers & manage phone greetings: Call Center Phones

**Jabber**

- Jabber allows us to run campus call-centers from home
- Allows you to answer calls from your work phone on a personal mobile phone or computer
- Login using your username@millersville.edu (ex. jsmith@millersville.edu) and your regular MU password (the same one you use when logging into email)

- Jabber Installation Android
- Jabber Installation for iOS devices
- Jabber Installation Windows
- Jabber Installation Mac computers
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