Below you will find available resources for students within the IT Self-Help. Click on a link below to view the appropriate page.

**ACCOUNTS**
- Student Accounts Overview
- Password Management
- Office 365

account management, passwords, MAX, Office 365

**CABLE TV IN RESIDENCE HALLS**
- Cable TV in Dorms

channel listing, common issues, fixes

**WIFI**
- Wireless Network
- Connecting Gaming Consoles/Firesticks
- Wireless Connection Guide
- Finding the MAC Address of a Device

Call the Help Desk at (717) 871-7777 for any issues

**ON CAMPUS COMPUTER LABS**
- Computer Labs
- Printing in Campus Labs
- Common Lab Printer Issues
- Print Anywhere
  - Wireless Printing Online Link
- Virtual Desktop
  - Campus Lab Virtual Desktop

lab locations, printing, virtual desktops
SOFTWARE

Office 365: myVille Email, Microsoft Apps, OneDrive
D2L: Desire2Learn, your online education platform

GOOD INFORMATION

- myVILLE Tech: keeping you connected, overview of IT services, programs and communication
- IT 101: good to know
- Student Employment Application: want to work for IT?
- Purchasing a New Computer - Students: recommendations and links

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

Emergency Notification: MU Alert System
Welcome Student... clickables.pdf

Quick Guides for Students

New To Millersville?

- **ID Card Center Photo Submission** - info about your university ID
- **Bringing a computer to campus**: what students need to know
- **Purchasing a New Computer - Students**: information and links to purchasing at an educational discount
- **myVILLE Tech**: keeping you connected, overview of IT services, programs and communication
- **MU Mobile App**: quick links to important information
- **Self Help**: up-to-date information on Help Desk service offerings
- **IT 101**: the basics, what you need to know

Social Media

- Millersville University Info Tech (IT)
  - [http://www.facebook.com/MillersvilleUniversityIT](http://www.facebook.com/MillersvilleUniversityIT)
- MU InfoTech
  - @InfoTechMU

"Like" our Facebook Page to keep up-to-date on new technologies or changes in existing technologies around campus.