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

<table>
<thead>
<tr>
<th>Millersville University Info Tech (IT)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.facebook.com/MillersvilleUniversityIT">http://www.facebook.com/MillersvilleUniversityIT</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MU InfoTech</th>
</tr>
</thead>
<tbody>
<tr>
<td>@InfoTechMU</td>
</tr>
</tbody>
</table>

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