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

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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

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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

**After Hours D2L Help**: 877-325-7778

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**D2L Email and Live Chat**

**Hours**:

- **Call Center**
  - Fall/Spring Semesters:
    - M-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

By Appointment Only

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**Emergency Notification**: MU Alert System
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](https://twitter.com/InfoTechMU)

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