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

---

**Services**

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

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

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](https://twitter.com/InfoTechMU)

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