# SU and MU EdD IT Help

Doctorate of Education in Educational Leadership (Ed.D.) Program

Shippensburg University

Login to your course: website, username, password

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<td>If your course instructor has a Millersville email and you have a Ship email- you log into Millersville D2L: From Millersville D2L login page: <a href="https://millersville.desire2learn.com/d2l/loginh/">https://millersville.desire2learn.com/d2l/loginh/</a> click the InCommon Login button. Set the school selection to Shippensburg University of Pennsylvania. Login using your Shippensburg University credentials. See <a href="https://password.ship.edu/">https://password.ship.edu/</a> to reset your Shippensburg University password.</td>
<td>If your course instructor has a Ship email and you have a Ship email- you log into Ship D2L: From Shippensburg Brightspace Login page: <a href="http://d2l.ship.edu/d2l/loginh/">http://d2l.ship.edu/d2l/loginh/</a> click the Ship button and login using your full Ship email address and Ship Email password. See <a href="https://password.ship.edu/">https://password.ship.edu/</a> to reset your Shippensburg University password.</td>
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Support Desk Contact
Shippensburg Technology Help Desk for Students

If you can log in to D2L and you have a D2L course issue call the University of the D2L environment you are logged into for support:

Shippensburg Technology Help Desk for Students

- Monday-Thursday 8am-11pm
- Friday 8am-5pm
- Saturday 9am-5pm
- Sunday 12-11pm
- Summer M-F 9:00-3:00

Email helpdesk@ship.edu or call (717) 477-4357
https://www.ship.edu/technology/student/student_help_desk/

After hours:
Contact the D2L 24/7 Support Center:
866-832-2319 (toll free)

D2L Self Help Web Resources

- https://idwt.freshdesk.com/support/solutions/folders/800084819
- Refer to Brightspace Help
  https://documentation.brightspace.com/EN/-/-/welcome_page.htm

Password Issues & Support

Password Support

If you have a Ship email contact:

Shippensburg Technology Help Desk for Students

See https://password.ship.edu/showLogin.cc?isMobile=false to reset your Shippensburg University password.

@Ship.edu students do not contact Millersville helpdesk for help with passwords.

Zoom Help
Anyone may join a Zoom room using a link provided by any Zoom Meeting host. Users may only access personal meeting rooms and/or create meetings using Zoom at their home institution (the University of their email address).

**Zoom Login**

If you have a Ship email you may access your Zoom account at:

https://ship.zoom.us/

**meetings created by Millersville users will not appear on your Meetings list. You may only access them via the link provided to you by the Millersville user.**

**Shippensburg Zoom Resources:**

https://idwt.freshdesk.com/support/solutions/8000051804

For Zoom Technical Help See Shippensburg Technology Help Desk for Students

**MU Video Help**

**MU Video Login/Resources/Tech Help**

Anyone may view an MUVideo embedded to a course, so long as the user is enrolled in that course. Non Millersville users may only follow links to MUVideos if those videos are set to “Unlisted”.

**MU Video Access**

If you do not have a Millersville email, you cannot login to MUVideo directly. You can only use the features accessed via “My Media” from the D2L “Resources” menu.

**MU Video Resources:**

MU Video in D2L for Students  *use this page only.

For MU Video Technical Help See Millersville IT Help Desk

**Millersville University**

Login to your course: website, username, password
**Login Instructions - MU Instructor**

If your course instructor has a Millersville email and you have a Millersville email- you log into Millersville D2L:

From Millersville D2L login page: [https://millersville.desire2learn.com/](https://millersville.desire2learn.com/) click the "Login" button. Sign in with your full email address and password. You will need to set up MFA upon initial login to Millersville systems.

See [https://myaccount.millersville.edu/](https://myaccount.millersville.edu/) to reset your MyVille password.

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**Login Instructions - SU Instructor**

If your course instructor has a Ship email and you have a Millersville email- you log into Ship D2L:

From Shippensburg Brightspace Login page [https://d2l.ship.edu/d2l/loginh/](https://d2l.ship.edu/d2l/loginh/) click the Millersville University button

Sign in with your full email address and password. You will need to set up MFA upon initial login to Millersville systems.

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**Support Desk Contact**

**Millersville IT Help Desk**

*If you can log in to D2L and you have a D2L course issue call the University of the D2L environment you are logged into for support:*

**Millersville IT Help Desk**

- Monday-Thursday 8am-7pm
- Friday 8am-5pm
- Summer M-F 8am-4pm

Email help@millersville.edu or call (717) 871-7777.

[https://wiki.millersville.edu/display/ittac/Welcome](https://wiki.millersville.edu/display/ittac/Welcome)
D2L Self Help Web Resources

- https://wiki.millersville.edu/display/d2ldocs/Home
- https://wiki.millersville.edu/display/d2ldocs/Video+tour
- “Resources for Student Success” content inside D2L.

Contains descriptions of each D2L tool and links to Brightspace videos, when available.

Password Issues & Support

Password Support

If you have a Millersville email contact:

Millersville IT Help Desk

See

https://myaccount.millersville.edu/ to reset your MyVille password.

@millersville.edu students do not contact the Shippensburg helpdesk for password support.

Zoom Help

Zoom Login/Resources/Tech Help

If you have a Millersville email you may access your Zoom account at:

https://millersville.zoom.us/

Or from the “University” menu within Millersville D2L.

**meetings created by Shippensburg users will not appear on your Meetings list. You may only access them via the link provided to you by the Shippensburg user.

Millersville Zoom Resources:

Instructional Technology - Zoom

For Zoom Technical Help See Millersville IT Help Desk for Students
### MU Video Login/Resources/Tech Help

Anyone may view an MUVideo embedded to a course, so long as the user is enrolled in that course. Non Millersville users may only follow links to MUVideos if those videos are set to “Unlisted”.

### MU Video Access

If you have a Millersville email you may access MUVideos, login using your myVille credentials directly at:

https://millersville.mediaspace.kaltura.com/

### MU Video Resources:

- **MU Video** *May use full catalog of resources.*

For MU Video Technical Help See Millersville IT Help Desk

### Doctorate of Education in Educational Leadership Program Contact Information

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<th></th>
<th>Shippensburg</th>
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| **Department Coordinator** | Dr. Jerry Fowler  
GLFowl@ship.edu | Dr. Tiffany Wright  
tiffany.wright@millersville.edu |
| **Program Contact** | SU Ed.D. Program  | EdD.gradasst@millersville.edu |
| **Website** | SU Ed.D. Program  | MU Ed.D. Program |
| **Library Support** | Dr. Kirk Moll  
Assistant Professor  
Research Coordinator & Public Services Librarian  
Office: LL107  
Phone: 717-477-1473  
Email: kamoll@ship.edu | Stephanie Pennucci  
Assistant Professor  
Education Librarian  
Office: McNairy 304  
Phone: 717-871-7122  
Email: stephanie.pennucci@millersville.edu |
| **Note:** | Please contact Scott.Anderson@millersville.edu if you are unable to access the library resources for a course in a joint program with Millersville University. |