**Self Help**

Welcome Students! We are here to help! Here is a PDF with some good info you'll need for the new semester:

**Millersville Marauders**

<table>
<thead>
<tr>
<th>IT Help Desk</th>
<th>Book an Appointment Assistance</th>
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</thead>
<tbody>
<tr>
<td><strong>Direct Phone:</strong> 717-871-7777</td>
<td><strong>Test Scoring, Virus &amp; Malware Removal, WiFi Assistance, Minitab</strong></td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:help@millersville.edu">help@millersville.edu</a></td>
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<tr>
<td><strong>Classroom Hotline:</strong> 717-871-7280</td>
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Submit a Ticket or Chat with Support

How to Work Remotely

Office365 Login

Phishing

Systems Status

University Virtual Desktop (Faculty/Staff)

Campus Lab Desktop (Students)
# Student Resources

## IT4Students
Managing your MU account, Accessing WiFi, Campus Computer Labs, Office 365, D2L, Zoom and more!

## Logins Page
myVille all in one place - Max, D2L, Office 365, Get Involved

## Password Management
Set-up your security questions for account management. Use strong passwords!

## Everything Office 365
Office 365 all the time! Email, OneDrive, Apps, how to access and manage.

## Printing in Campus Labs
Be sure to read the fine print!

## Computer Labs
PC's, Macs and Virtual Desktops

## D2L Resources Wiki
Accessing D2L, Account Settings, Announcements, Assignments, the entire D2L alphabet!

## Student Employment
Want to work for IT?

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# Faculty & Staff Resources

## Logins Page
Hello myVille! Banner, Office 365, ESS, myAccount@MU, MU Alert

## Logins and Passwords Guide
The mystery of the myVille icons revealed here

## IT 101
Let's talk about Phishing, Email Security & Passwords

## Telephone Self Help
Everything you ever wanted to know about the phone on your desk.

## Test Scoring
Full service test scoring here
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

By Appointment Only - book an appointment

Technical Assistance Center - access via W. Frederick Street side of building

MU Alert System: Emergency Notification
LiveSafe - mobile safety system for the University Community: LiveSafe App