## Help Desk End User Portal

### End User Portal

Submit incidents, requests and view current service record history in the IT Help Desk's new End User Portal. Click the button to go to the End User Portal *(you will need to login with your University credentials)*:

<table>
<thead>
<tr>
<th>Device</th>
<th>Submit an Incident</th>
</tr>
</thead>
</table>
|        | Experiencing technical problems or have an issue to report? Click here to submit an incident.

<table>
<thead>
<tr>
<th>Test Scoring</th>
<th>Tech Fee Purchase</th>
</tr>
</thead>
</table>
| Use this form to submit tests for scoring. | Form to request purchases using tech fee.

<table>
<thead>
<tr>
<th>Add Account Access</th>
<th>Email for Student, Graduate, and Migrant ED Employees</th>
</tr>
</thead>
</table>
| Use this form to request additional account access for another user. | Use this form to request email accounts for Student, Graduate, and Migrant ED Employees.

<table>
<thead>
<tr>
<th>Classroom Issues</th>
<th>D2L Issue</th>
</tr>
</thead>
</table>
| Technology not working in a classroom? Click here to submit an incident. | Issues with D2L? Click here to submit an incident.

<table>
<thead>
<tr>
<th>Software Purchase Request</th>
<th>Broadcast/Recording Studios</th>
</tr>
</thead>
</table>
| Need to purchase new software? Start here by filling out the Software Request form. | Having issues with the broadcast facilities equipment? Click here to submit a ticket.

### How does it work? End User Portal Overview

- Experiencing technical problems or have an issue to report? Submit an Incident
- Have an IT request or missing any functionality? Submit a Request
- Submit test for scoring
- Request purchases using tech fee
- Request additional account access for another user
- Request email accounts for students, graduate and Migrant ED employees
- Printers out of paper or toner in a lab
- Technology not working in a classroom? Submit an Incident
- D2L issues? Submit an Incident
- Need to move your phone or computer? Moving to another building? Submit a Request
- Need to purchase new software? Submit a Request
- Issue with broadcast facilities equipment? Submit an Incident
Help Desk

Help Desk Contact Info

Location: Bard Hall
Phone: 717-871-7777
Email: help@millersville.edu
Classroom Hotline: 717-871-7280
After Hours D2L Help: 877-325-7778

Hours:

Call Center
- Fall/Spring Semesters:
  - M-TH 8AM - 7PM EST, F 8AM - 5PM EST
- Summer Sessions:
  - M-F 8AM - 4PM EST

Walk-in TAC
- M 9-11AM, 12-7PM
- T 11AM-4PM
- W 9:10:30AM, 1-7PM
- TH 9AM-5PM
- F 9-11AM, 1-4PM

By Appointment - book an appointment

Technical Assistance Center - Bard Hall

Emergency Notification: MU Alert System