

Introducing Expanded D2L Help Desk Support

Through a collaborative effort from Information Technology and Online Programs, we are pleased to announce that students and instructors will now have D2L Help Desk Coverage 24 hours a day, 7 days a week, and 365 days a year. This coverage is made possible through internal and external support systems. Please find below the information on how and when to contact the Millersville Help Desk and the D2L Brightspace Help Desk.

The expanded Help Desk coverage will provide more comprehensive support for students in online courses and students whose professors use D2L for coursework.

The D2L Brightspace after Hours Help Desk

Primarily focused on student support for D2L issues

Availability: 24/7/365; recommended for evenings, weekends, and holidays

Phone: 877-325-7778

Online and Chat: <https://community.brightspace.com/millersville/s/>

The Millersville IT Help Desk

Focused on student and faculty support for issues with D2L, MU Video, Zoom, Turnitin, Banner, MAX, Millersville email, Millersville accounts, and other Millersville systems

Availability: Weekdays 7 a.m. until 7 p.m. (Monday – Thursday) and 7 a.m. until 5 p.m. on Friday

Phone: 717-871-7777

Email: help@millersville.edu

Online: <https://wiki.millersville.edu/display/ittac/Welcome>