Intern reference page

The following are examples of the main type of assistance that we provide at the help desk.

You will mainly assist students if faculty or staff need assistance you can attempt to assist but do not hesitate to send them to Horan O'Donnell 016.

We mainly assist with software assistance if the issue is broken hardware or a blue screen with a Windows machine please provide the student with the following list.

Printer assistance

- Please keep the library printers stocked with paper.
- We assist with clearing jams.
- Deleting a print job might be necessary if someone selected an incorrect paper size.
- Restarting the printer will sometimes resolve issues.
- If the issue cannot be resolved, please call 888-8340 or email the helpdesk@canisius.edu if it happens on a weekend. Make sure to state which printer is not functioning. You can also send a quick ticket to ITS https://helpdesk.canisius.edu for any issue. Make sure you add a small summary and the phone number or extension.

Set-up library printing

Manuals for Library Printers

Set-up wireless on laptop/phone/tablet

Configure Gmail on iPhone / iPad / iPod

Configure Gmail on Android

Install ant-virus program Microsoft Security Essentials / In Windows 8, Windows Defender replaces Microsoft Security Essentials

Remove spyware, adware, viruses for PC

Remove spyware, adware, viruses for MAC

Self help with resetting password