Guide to ITS Services for Students

Here's a quick guide to information technology resources available to students here at Canisius College

- Overview
- ITS Help Desk
- On the Web
- Where can I use a campus computer?
- Where can I print on campus?
- What technology is available in the Library?
- WiFi Access
- Online, Hybrid, and Blended Courses
- Good Information Technology Practices
- Policies

Quicklinks!

- MyCanisius Portal: http://my.canisius.edu
- ITS Quick Links: http://www.canisius.edu/its
- ResNet: https://wiki.canisius.edu/display/hd/ResNet
- Reset Password: http://www.canisius.edu/passwordreset
- Wireless Networking: https://wiki.canisius.edu/x/OAAx
- Purchasing a new computer: http://www.canisius.edu/newcomputer

Overview

ITS Help Desk

The most convenient ITS Help Desk location for students is the Library Circulation Desk. There, students can get assistance with the web resources they need for coursework. The ITS Help Desk also has a location in Horan-O'Donnell 016. Services there include password assistance, wireless configuration and help with email setup.

General computer problems or questions: In addition to walk-in services, the Help Desk can be reached by phone (on campus: X8340; from off-campus: 716-888-8340) or by email at helpdesk@canisius.edu.

Self Help: The ITS documentation pages provide quick links to common questions, such as how to connect to our wireless network.

Residence Halls: cable TV is provided by Campus Televideo and Internet access is provided by Apogee. Instructions and support can be accessed on our ResNet page. If you need assistance connecting with Apogee, you can contact their 24/7 help line at 1-855-643-2151

Help Desk Services

Here's a list of Help Desk services for students.

Although Canisius ITS cannot perform hardware repairs, hard drive reimagining, data recovery, or backups on student-owned computers, here's a helpful list of local businesses that will perform PC or Mac repairs (for a fee).
Reset Your Password

Your username password gives you entry to all your Canisius services. You should not share your password, and you should change it on a regular basis at Password Reset. This will synchronize the password for all your Canisius accounts. If you have a problem, please contact the ITS Help Desk.

On the Web

The MyCanisius Portal: my.canisius.edu

The MyCanisius Portal, available at my.canisius.edu, is a single sign-in destination to find almost all internet resources you need as a student here at Canisius College. This is the campus web portal, a one stop site for news and campus resources that students use every day. After you log into the portal, on the lefthand side of the screen under “Launchpad” you’ll see links in collapsible menu-trees to your student email (gmail), Desire2Learn, and more. With your mouse, you can drag any particular resource from the launchpad up to the “Favorites” area, so that these links will be available to you immediately after you log in.

E-mail and Google Apps at Canisius

All students have an email account provided through Google (Gmail), accessed under “Email, D2L, & Services” within the lefthand menu of the Portal. Your email address will be your Canisius username, followed by @canisius.edu. (Your can also receive email through username@my.canisius.edu; this is the same email account.)

In addition to email, as a student you have access to enterprise-level Google Apps, with unlimited cloud storage on Google Drive, and a variety of specialized sharing options for Google Docs, Sheets, Forms, Presentations, Calendars and so on. Learning to use these is valuable preparation for your future career; Google Apps and similar services are commonly used throughout the business world. In addition to this quick tutorial, there are ample resources on the web (including YouTube) to learn how to use Google Drive, Docs, YouTube, and other Google Apps available to you through your Canisius account.

Your Canisius Google account will be available to you after graduation, as an alumnus.

You can configure your iOS or Android device to use your Canisius Gmail account, and on a variety of mobile operating systems, you can download Google apps to work with Google Apps. Stop at the Help Desk for more information or assistance.

Desire2Learn (D2L)

Desire2Learn is where you find your courses on the web. D2L is available through the Portal, under “Email, D2L, & Services” within the lefthand menu. Here you can read class announcements, submit papers, and retrieve course materials from any computer with an Internet connection. On your D2L home page is an orientation video, and links to tutorials.

D2L may also be accessed directly (outside the MyCanisius Portal) via d2l.canisius.edu. You will need to sign in there, however.

Where can I use a campus computer?

For quick internet work, such as checking email or adjusting a Google presentation between classes, Internet Plazas are installed in various places around the main campus. These small groups of computers equipped with web browsers are located in most of the main academic buildings, including the new Science Hall.
For lengthier ("sit-down") work, PC and Mac computers can be found in Bouwhuis Library, lab classrooms, and in many of the on-campus residences (ask your RA for details).

Where can I print on campus?

Laser printers are available in the Library, Computer labs, and Internet Plazas. To cover the considerable cost of paper, toner, and maintenance, and to discourage wasteful printing, Canisius has installed print release stations at the printers on campus. Once you send documents to a printer, at the printer station swipe your ID card on the terminal to release them to the printer. Each student is given a credit of $15.00 per semester upon registering for at least one course. Black and white printing is assessed at 5 cents per page; color printing (available only in the library) at 25 cents per page. So if you print only black and white, this equates to 300 pages per semester or 600 pages for the academic year. Fund balances will rollover from the Fall to the Spring and from the Spring to the Summer. At the end of the Summer, any unused printing funds will be forfeit and all accounts will be reset to the $15 starting level. Anything over the year’s allotment will be deducted from your Golden Choice Account.

You can send your document from your own computer and pick it up at a printer on campus by following these configuration instructions.

Finally, if you have an inkjet printer of your own, we suggest you purchase an extra ink cartridge and keep it handy. You will always run out of ink just when you need it most.

What technology is available in the Library?

The Bouwhuis Library is at the forefront of providing computer services to the student body here at Canisius College. In addition to computer access, there are many other services that we provide in the library to help make your hectic student life a little bit easier.

PC and Mac computers area available in the Library, conveniently located for coursework or printing. Many are on the main floor of the Library with additional computers on the other levels. Scanners are available at each print station. You will use your username and password to login to all Library computers. You need to save all of your files on either cloud storage or USB drives, as all user files are deleted when a library computer is rebooted.

In addition to the wireless access throughout the library, there are also standard network ports in all of the study rooms and in many other public areas in the library. If you would like to connect your laptop to the campus networks via one of these jacks, you will need to supply your own ethernet cable.

Library hours vary during the year; for example, we keep extended hours at exam time to accommodate extra demand from the student body. For current library hours, please use the MyCanisius Portal under “Online Tools.”

Finally, the library is valuable because college work often requires research, and quality research requires quality sources. Old media, such as books and paper journals, and new media, such as ebooks, online journals, and websites are all valuable resources for student research work. Bouwhius library makes an extensive collection of paper and electronic books and journals available to you on-site and via the web, and can get you books or copies of articles from other places within a few days or weeks. There's so much available through your campus library that it can be a challenge deciding where to begin, but the librarians are happy to help you. If you need help with research, talk to a librarian, stop by the Reference Desk on the entrance level of the library, or give the library a call at x8411.

WiFi Access

Wireless networking is available in all of the academic buildings on campus, including the Bouwhuis Library, Old Main, Lyons Hall and the new Science Hall, as well as in the majority of residence halls.

For information on setting up your own computer or device for wireless network access, please see Wireless Networking at Canisius or stop at the Help Desk.

Online, Hybrid, and Blended Courses

Canisius offers an extensive and growing collection of courses taking place in whole or part online, with limited or no classroom meetings. If you are taking, preparing, or considering an online, blended, or hybrid course, be sure to check out our Readiness for Online Learning site.

Good Information Technology Practices

Visit our recommended Antivirus, AntiMalware, and AntiSpyware Tools list to see some suggestions for these applications.

As a student at Canisius, you are eligible to receive discounts on computer software and hardware.

In general, ITS and the FacTS Center recommend the Chrome browser for most things you do on the Web, although Internet Explorer (for Windows) or Safari (for Mac) is best for desktop Banner, Business Objects and certain campus business applications.
Keep the operating system and important applications on your laptop or mobile device up to date. Web browsers often update along with the operating system, or automatically if you open them. Browser plugins will often prompt you to update. If you use Microsoft Office, you might need to update it yourself.

Policies

- Acceptable Use of College Computer and Network Systems by Students
- Password Policy
- Privacy Guidelines
- Academic Integrity Policy