Help Desk - Documentation

This is the home of the Help Desk Documentation space. You can browse the documentation by clicking into the items below. Alternatively, you can enter key word(s) in the box below and click the Search button.

If your search does not yield satisfactory results, please send email to the ITS Help Desk at helpdesk@canisius.edu. This email will generate a Help Desk Ticket for you, where your message becomes the problem description.

Navigate space

- 25Live
- Acceptable use policy for students
- Acceptable use policy for employees
- Access your Canisius Network Storage on Filer
- Mac Network Drive Access for Canisius-Owned Devices (On-Campus)
- Network Drive Instructions for Mac (web-based connection)
- Adding an exception for Banner in Java Control Panel
- Adobe Creative Cloud for Faculty and Staff computers
- Browser Related - Home Page
  - Clearing Your Browser Cache
  - Disabling Firefox Updates
  - Reverting to an older version of Firefox
  - Eliminate Internet Explorer Mixed Content popup
  - Firefox: Troubleshoot Flash Video (Jing-video) Playback
  - Internet Explorer 10: How to Enable Compatibility View
  - Which Browser Should I Use?
  - Incognito or Private Browsing
- Buying software
- Chromebook
- Communities / Missing item from All Applications & Services folder in portal
- CrashPlan Automatic Deployment (Windows)
- CrashPlan Manual Deployment (Windows and Mac)
- Displaying a Laptop on a Secondary Display (Projector or TV)
- eReader Support
- Exchange and Outlook for Email and Calendars
  - Save Your Old Emails
  - Outlook 2010 for PC
    - Inbox Magic-Taking Control of Your Inbox
    - Quick Look-Tool Bar to Ribbon Comparison
    - 15 Useful Tips from Microsoft Office
    - Keyboard Shortcuts for Outlook
    - Creating an email template in Outlook 2010
    - Address Book: Email Addresses Not Found?
    - Contact Group
  - Outlook 2011 for Mac
    - Mail - Outlook 2011
      - Creating an Email Signature - Outlook 2011
      - Sending a message - Outlook 2011
        - Add a BCC - Outlook 2011
      - Adding an attachment - Outlook 2011
      - Look up addresses - Outlook 2011
  - Outlook 2007 for PC
    - Calendar - Outlook 2007
      - Accepting Invitations - Outlook 2007
      - Creating a Meeting Request - Outlook 2007
      - Creating a New Calendar - Outlook 2007
      - Creating a Single Event - Outlook 2007
      - Recurring Event - Outlook 2007
      - Sharing a Calendar - Outlook 2007
      - Using Group Schedules - Outlook 2007
    - Contacts - Outlook 2007
      - Distribution Lists - Outlook 2007
        - Exporting a Contact Group (Outlook 2007)
    - General - Outlook 2007
      - Changing the Layout - Outlook 2007
    - Mail - Outlook 2007
      - Adding a 2nd mailbox to Outlook
      - Creating E-Mail Templates
      - Mailto tags and Outlook - Outlook 2007
      - Moving Messages - Outlook 2007
        - Creating Rules - Outlook 2007
• Usernames and Passwords
  • Password Creation Tips
• VDI / VMware session to access alternate PC build
• VDI / VMware session to access Windows on an iMac
• WebCRD information
• Wireless Networking - Home Page
  • Connecting to the gryphon Network
  • Gryphon default page coming up by default
  • How to Install CA Certificate for CanisiusWireless on a Windows PC
  • No log on servers error when logging into a pc
  • Script to install the certificate for wireless access and to configure gryphon and CanisiusWireless.
• Vista Wireless Setup