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 Guide
- 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
    - Sharing a mailbox or folder - Outlook 2007
• Using Favorite folders - Outlook 2007
  • Tasks - Outlook 2007
• Outlook: Mail Merge
• OWA (Outlook Web Application 2010)
  • Outlook Web Applications (OWA) Standard
  • How to Use These Tutorials
  • Logging into Outlook Web Applications 2010
  • Introduction to E-Mail Part I
  • Safe Sender List
  • Contacts in OWA
• Forwarding (Redirecting) Your Canisius Account to Another Account
• Quick Guides
  • Creating Filters
  • Different Clients of Outlook
  • How to Use Outlook for Email
  • Purging your Email
  • Setting Away Messages
  • Sharing Outlook Calendars
  • Viewing Shared Outlook Calendars
• Email Revoke/Lock/Expiration Policy for Gmail/Exchange
• Outlook 2013 & 2016 for Windows Desktop
  • Sending a message - OWA Light
  • Adding an attachment - OWA Light
  • Look up addresses - OWA Light
• Logging into OWA
  • Outlook Web App for Faculty and Staff Email
  • Blocked Senders in Outlook
  • Email your class, Program, or Major Students via Listservs

• Faculty and Staff Resources
• File Naming Recommendations
• Help Desk Student Self-Help
  • How-to articles
• How to fix Java version 8 update 91 for Banner
• How to request a print refund / Add printing funds using Griff Choice
• ID photo upload
• Import a Calendar from Microsoft Outlook 2007 into Excel
• Infrastructure
  • Spring 2016 Wireless Network Upgrade Plans
  • Instructions for Science Hall Signature
• ITS/user services intern application
• Java Updates for Macintosh Computers
• Lab Software - MAC & PC
• Library Printers / Copier
• Listprocs, or Automated Email Lists
• Local repair shops
• Maintain your Personally-Owned Computer
  • Recommended Antivirus, AntiMalware and AntiSpyware Tools
  • Security Software for Personally Owned PCs
  • Update your Operating System
• MyResNet
• New Features when emailing helpdesk@canisius.edu
• New user account form
• Parking Pass link / Emeritus
• Podcasting tips & tricks
• Recent Phishing Examples
• Self help with resetting password
• Set a default browser
• Setting homepage in browser
• Smartphones
  • Smartphone Configuration
• Standard Computer Replacement Configurations
  • Non-Standard Mac Laptop (15" Display Upgrade)
  • Standard Macintosh Desktop
  • Standard Macintosh Laptop
• Student Teaching Evaluation Application
• TeamViewer: Establish a Remote Session with Canisius ITS
• Technology & Privacy Guidelines
• Telephone System on Campus
• To connect to the Canisius network via VPN
• TV Channel Lineup from Apogee
• Unblock Blocked Content in Firefox and Chrome
• Usernames and Passwords
  • Password Creation Tips
• VDI / VMware session to access alternate PC build
• VDI / VMware session to access Windows on an iMac
• Vpn instructions for home use using a pc
• 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
• Wireless Internet Access for Android Devices