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 can not 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.

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