Help & Support

ITS Help Desk

In the event of an emergency and/or campus closing, technology support will remain available as long as ITS employees have access to phone and Internet. For the quickest response, send an e-mail to: helpdesk@canisius.edu with a detailed description of your technology-problem. Please include a telephone number where you can be reached. If you must leave a voicemail, you can call 716.888.8340.

During an emergency, the Help Desk will be checking messages during the normal hours of operation:

- From 8:00 am until 5:00 pm, Monday through Thursday,
- From 8:00 am until 4:30 pm, Friday,
- The Help Desk is closed on Saturday and Sunday.

Due to unusually high call volume, a response may take longer than normal.