

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](#)