Frequently Asked Questions

Where can I find information on the classroom I’m scheduled in this semester?

The What’s In My Classroom? section of the Media Center community provides a listing of equipment, as well as instructions for use, for each of the Instructional Technology Classrooms (or ITCs) on campus.

From anywhere on the Media Center community, hover your mouse cursor over “Classroom Technology” in the top navigation bar and then click on “What’s In My Classroom”. This page will provide you with drop down menus that you can use to search for your classroom by either level of classroom technology or building.

Which models of interactive whiteboards are available at Canisius?

Information can be found at the Interactive Whiteboard section of the Training & Support page.

The page can also be accessed by hovering your mouse cursor over “Classroom Technology” in the top navigation bar, hovering over “Training & Support” and then clicking on “Interactive Whiteboards”.

Which models of document cameras are available at Canisius?

Information can be found at the Document Cameras section of the Training & Support page.

The page can also be accessed by hovering your mouse cursor over “Classroom Technology” in the top navigation bar, hovering over “Training & Support” and then clicking on “Document Cameras”.

What if I need assistance during a class?

If you experience a problem during your class or require technical assistance, you can contact the ITS Help Desk at ext. 8340. If the Help Desk personnel are unable to provide you with assistance over the telephone Media Center personnel will be dispatched to assist you in the classroom.

How do I schedule classroom training?

Contact the Media Center (media_center@canisius.edu, ext. 3278) to schedule one-on-one training in a classroom.

I need chalk or whiteboard markers for my classroom. Who should I contact?

Faculty can contact their own department to get chalk or whiteboard markers for use in the classrooms.

What if my laptop doesn’t have the right port to connect it to the projector?

Information on the types of video output ports found on laptops and where to go to check out/reserve display adapters at Canisius can be found at our Laptop/Tablet Display Adapters guide. If you plan on using your laptop frequently for presentations we recommend purchasing your own adapter.

The page can also be accessed by hovering your mouse cursor over “Classroom Technology” in the top navigation bar, hovering over “Training & Support” and then clicking on “Laptop Display Adapters”.

How do I set my laptop to display on a projector or LCD TV?

The steps for setting a laptop to display on a secondary display device can be found at our Displaying a Laptop on a Projector or TV guide. Instructions for Windows 7, Windows 8, and the Mac OS are provided.

The page can also be accessed by hovering your mouse cursor over “Classroom Technology” in the top navigation bar, hovering over “Training & Support” and then clicking on “Displaying a Laptop on a Projector or TV”.

Where can I borrow an LCD projector?

LCD projectors are available for sign-out at the Service Desk of the Andrew L. Bouwhuis Library (ext. 8412). A valid Canisius College ID is required. Click here to view a listing of available projectors.
What if I need to play a VHS tape but the classroom I'm in doesn't have a VCR?

While still supported in the vast majority of classrooms at Canisius, VHS VCRs are no longer being installed in new classrooms. More information, including a listing of rooms without a VCR and how to request a portable unit, can be found at the Media Center's VHS VCR Support Policy.

The page can also be accessed by hovering your mouse cursor over "Classroom Technology" in the top navigation bar, hovering over "Training & Support" and then clicking on "VHS VCR Support Policy".

How do I access the wireless network on my laptop?

Instructions for accessing the CanisiusGuest and CanisiusWireless networks on a laptop can be found here. If you encounter any difficulties or would like assistance with connecting to the wireless network, please contact the ITS Help Desk at ext. 8340.

How do I access the wireless network on my iPad?

Instructions for accessing the CanisiusWireless and gryphon networks on an iPad can be found here. If you encounter any difficulties or would like assistance with connecting to the wireless network, please contact the ITS Help Desk at ext. 8340.

How do I use the TVs found in the common areas of the first floor of Science Hall?

Instructions for use of the TVs located by the student mailboxes and in the Chester HON '01 & Diane Stranczek Commons can be found here.

How do I get swipe card access to a classroom?

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| Faculty members scheduled in a classroom or computer lab that require swipe card access are automatically assigned access to that room at the beginning of each semester. Ad hoc access to these spaces can be requested by contacting the ITS Help Desk (ext. 8340). Please call at least a week in advance to make sure that your request will be processed in time.

Some labs, however, are classified as department labs. Ad hoc access to those spaces is controlled by those departments. |