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
  - 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
- Clearing Your Browser Cache
- 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)
- Email migration
  - Android
  - iPhone/iPad configuration
  - Mac Mail settings
  - Microsoft Outlook for MacOS/Windows
  - Outlook for iOS/Android
- 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: 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 for Outlook
    - Sharing Outlook Calendars
    - Viewing Shared Outlook Calendars
  - Email Revoke/Lock/Expiration Policy for Gmail/Exchange
  - Outlook 2013 & 2016 for Windows Desktop
  - 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
  - Deleting Adobe Flash Player from Macintosh
• 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 for Courses
• Local repair shops
• Maintain your Personally-Owned Computer
  • Recommended Antivirus, AntiMalware and AntiSpyware Tools
  • Security Software for Personally Owned PCs
  • Update your Operating System
• Multifactor Authentication (MFA) Configuration
• MyResNet
• New Features when emailing helpdesk@canisius.edu
• New user account form
• Offline files and or folders
• Parking Pass link / Emeritus
• Podcasting tips & tricks
• Recent Phishing Examples
• Report Twitter violations
• Self help with resetting password
• Set a default browser
• Setting homepage in browser
• Setting MyGrayscalePrintJob as default printer
• 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
• Tool to use when going from exchange email to gmail
• TV Channel Lineup from Apogee
• Unblock Blocked Content in Firefox and Chrome
• Usernames and Passwords
  • Password Creation Tips
• 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
• Wireless Internet Access for Android Devices