



Information Technology Services

Guide to Student Services

2009-2010

Welcome to Canisius College!

Computers and technology are an increasingly important part of the academic world. Research, communication, and the very nature of coursework have all changed dramatically with the rapid expansion of the Internet and the spread of personal computers. The Canisius College department of Information Technology Services (ITS) is here to help the college community take advantage of these exciting new technologies. This document is a brief outline of some of the services we offer that are of particular interest to the student body. For more information, the ITS web site is accessible at <http://www.canisius.edu/its/>.

Where to Go For Help

For general computer problems or questions, please call the ITS Help Desk at X2299. From off-campus, the phone number is (716) 888-2299. We also answer questions via email at helpdesk@canisius.edu. Finally, if you would prefer to visit in person, the Help Desk is located in the Wehle Technology Center until mid-July 2009; afterwards in its new location on the main floor of the Bouwhuis Library.

Documentation on a variety of topics is available from the ITS web site at <http://www.canisius.edu/its/>. Click on the links for "Student Services" or "How do I...?" on the left side of your screen for information on topics like checking your Canisius email, special discounts on computer hardware for Canisius students, and much more.

Finally, if you are a resident student and you are having trouble with the ResNet services in your room, please call the Help Desk at X2299.

Your Canisius Username and Password

At Canisius you will have a username and password for email, Angel, the Novell network and Online Services. Your initial username and password for these accounts were mailed to you on your acceptance to Canisius. You should change your initial password, and then change it again on a regular basis. To reset your password, click on: <http://www.canisius.edu/passwordreset>. This will synchronize the passwords for all your Canisius accounts. If you have a problem with your password, please contact the ITS Help Desk.

E-mail at Canisius

Every Canisius student has an email address. Your email address will be your Canisius username followed by "@canisius.edu".

Canisius College is pleased to offer students an enhanced email experience with a Google gmail account and personalized start page. All new students are automatically set up with a Google gmail account. You can access your Canisius mail by logging in at the [Google Start Page](#). Gmail provides useful benefits; your email address will remain after graduation, you will have access to other Google applications such as shareable calendars and documents, and you will have a personalized start page for general searching of the web and for information that you think is important.

Internet Plazas

If you need to check your email or send a quick IM between classes, there are Internet Plazas installed in various places around the main campus. These are small groups of computers equipped with web browsers and IM programs for public usage. There are Plazas on the first floor of Old Main, the first floor of the Palisano Pavilion, the Commuter Lounge on the lower level of the Richard E. Winter '42 Student Center, the first floor of the Health Science Center, the lower level of Dugan Hall, the first floor of Lyons Hall, and in the Koessler Athletic Center.

ANGEL

ANGEL is web-based learning management software that is heavily used by many faculty members here. It allows you to read class announcements, submit papers, and retrieve course materials from any computer with an Internet connection. Not all classes use it, but more of them do every year. If you are in a class that uses Angel, the professor will mention it in the course syllabus or in class.

To get to ANGEL, open up a web browser to the Canisius homepage, click on Current Students, and then click on the ANGEL link. Alternatively, you can access ANGEL directly at <http://angel.canisius.edu>.

For more information, login to your Angel account and check out the Institutional Resources nugget where you will find an ANGEL orientation video along with ANGEL training tutorials for students.

Library Services

The Bouwhuis Library is at the forefront of providing computer services to the student body here at Canisius College. In addition to computer access, there are many other services that we provide in the library to help make your

hectic student life a little bit easier.

Laptop computers can be checked out from the circulation desk near the library entrance. There are more than 50 laptops that can be borrowed for use in the library by any student with a valid Canisius ID card. The laptops are loaded with Windows XP, Microsoft Office, and all of the other standard productivity software that you may need. Best of all, the laptops all have wireless network access, making them perfect to take into one of the library's study rooms for group project work.

You will use your username and password to login to all Library computers. This gives you access to the Novell network for printing, specialized course software and file storage space on the H:\ drive. Files that you need to keep should be saved on the H:\ drive or on a pen drive, available in the college bookstore. Otherwise, they will be deleted when the computer is rebooted.

In addition to the wireless access throughout the library, **there are also standard network ports in all of the study rooms** and in many other public areas in the library. If you would like to connect your laptop to the campus network, all you will need is a standard Ethernet cable, available in the campus bookstore.

The Library also houses **the largest collection of Windows PC and Macintosh computers for student on-campus use**. Many are on the main floor of the Library with additional computers on the lower level. There are also **scanners** available for student use on the lower level.

Library hours vary during the year; for example, we keep extended hours at exam time to accommodate extra demand from the student body. For current library hours, please check the library web site at <http://library.canisius.edu>.

Finally, research methods have changed dramatically in the last few years. There's a lot more to finding information for a paper than poking through books. Canisius subscribes to a huge number of **on-line journals and databases** so that you can find just what you need. And because everything is on-line, you can have the text of the article in your hands in less time than it used to take to fill out the request form to order a copy. If you're interested in hearing more, stop by the Reference Desk on the entrance level of the library, or give them a call at X8411.

Wireless Networking

Wireless access to the Canisius network is available in most places on campus. This means that a student with a properly equipped laptop computer can access both the Internet and their Novell accounts without having to be tethered to an Ethernet jack.

Wireless networking is available in all of the academic buildings on campus, including the Bouwhuis Library, Old Main, and Lyons Hall. Wireless is available in the majority

of residence halls as well. For more information, call the Help Desk at X2299.

For information on setting up your own computer for wireless network access, please see the document entitled "Wireless Networking at Canisius," available from the Help Desk or the ITS web site.

Printing Services

All campus computer labs are outfitted with high-quality laser printers that can be used by our students. Simply bring a copy of your work in a Microsoft Office compatible format and you can print a copy out in any lab.

In order to decrease the amount of wasteful printing, Canisius College has implemented a print release system solution. In the labs around campus, you will find print release stations. Once you print your documents, you will have to swipe your ID card to release them from the printer. Black and white printing costs 5 cents per page. Color printing (available only in the library) costs 25 cents per page. Each student will be given a credit of \$12.50 per semester for printing. So if you print only black and white, this equates to 250 pages per semester. Leftover balances do not carry over to the next semester. Anything over this allotment will be deducted from your Golden Choice Account. For more information on pay-for-print, see <http://www.canisius.edu/its/printing.asp>. If you need multiple copies of a document, there are coin-operated photocopiers available at the base of the Library stairs. You can also take advantage of the Canisius Print Shop on the lower level of Bagen Hall; they can be reached at X2135.

Finally, if you have an inkjet printer of your own, we suggest that you purchase an extra ink cartridge and keep it in a known location. You will always run out of ink just when you need it most.

Other Computer Labs

In addition to the Library computers, ITS also maintains labs in many of the on-campus residences. Ask your RA for details.

Purchasing a Personal Computer

If you are considering purchasing a new computer you will want to look at our recommended configurations for student computers which you can access at:

<http://www.canisius.edu/newcomputer>

Some majors may have additional requirements, so you will want to check with your department.

At the above link, you will also find contact information for vendors that offer discounts on computer hardware for Canisius students. It's a good idea to comparison shop, as computer prices are competitive. Software can be purchased at the College bookstore at academic prices.