Self Help guides are designed to assist users in getting started with CIT services and supported applications. This page includes the most frequently used guides for faculty, staff, and students. To browse the entire list of guides, visit the CIT Self Help Index.

If you're looking to dive deeper on a topic, consider taking a course from LinkedIn Learning. To learn how to keep up with service interruptions, planned outages, and the CIT news see our doc on Staying Informed.

New Student at Geneseo

- A Start of Semester Canvas Checklist for Students
- Accessing the WVD Geneseo Virtual Lab
- Claiming your Geneseo Account
- Digital Resources for New Geneseo Students
- Don't Get Reeled In by Phishing
- Gaming Consoles, Rokus and Apple TVs, TVs and Network Appliances in ResNet
- Get Connected - Technology Resources for New Students
- Google Workspace at Geneseo
- KnightWeb Registration
- LinkedIn Learning Training Library
- Mobile Devices at Geneseo
- myGeneseo Portal
- Preparing your Personal Computer for the Geneseo Network
- Printing @ Geneseo
- Software at Geneseo

New Employee at Geneseo

- CIT Information for Geneseo Employees
- Claiming your Geneseo Account
- Don't Get Reeled In by Phishing
- Faculty and Staff Accounts
- Google Workspace at Geneseo
- LinkedIn Learning Training Library
- Mobile Devices at Geneseo
- myGeneseo Portal
- Printing @ Geneseo
- Requesting CIT Help: JIRA Service Desk
- Software at Geneseo

Faculty Resources

- Canvas Self Help Documents
- Communicating With Your Class
- Exam Grading and Scanning
- KnightWeb for Faculty and Advisors
- LinkedIn Learning Training Library
- Requesting CIT Help: JIRA Service Desk
- Resources and Support for Digital Tools
- Technology Tools & Resources for New Faculty

Helpful Guides for Remote Learning

Academic Continuity During Prolonged Closure

- Accessing the WVD Geneseo Virtual Lab
- Accessing Your Files Space From Off Campus or a Personal Computer
- Hybrid Meetings Technology and Best Practices
- Owl: the Meeting Room Hybrid Conference System
- Recording and Sharing Class Content & Activities for Remote Participants
• Zoom for Higher Education at Geneseo
• Remoting into a Desktop at Geneseo from Home (macOS)
• Remoting into a Desktop at Geneseo from Home (Windows)
• Student Options for Learning without Access to Printers
• Suggestions for Poor Wi-Fi Service
• Virtual Office Hours in Zoom
• Virtual Private Networking (VPN)

Still Need Help?

Ask CIT! Call, chat, or submit a request and we'll be happy to assist you.

📞 585-245-5588  Chat  📋 Submit a request