

# Siena College ITS FAQ



## ***How To Get Help***

This site was developed to provide instruction and assistance with common tasks performed by students, faculty, and staff.

Should you need further assistance we would be happy to help you in any of the following ways:

- Submit a help desk request through the web at <http://jira.siena.edu>
- Email the Help Desk at [helpdesk@siena.edu](mailto:helpdesk@siena.edu)
- Call the Help Desk
  - Students: 518-786-5000
  - Faculty/Staff/Administrators: 518-782-6000

Solutions to frequently asked questions

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### 1. A-L

- [antivirus](#)
- [apple](#)
- [calendar](#)
- [contacts](#)
- [eduroam](#)
- [email](#)
- [google](#)

### 2. M-Q

- [mac](#)
- [mac-address](#)
- [microsoft](#)
- [networking](#)
- [new-employee](#)
- [office](#)
- [password](#)
- [phishing](#)
- [phone](#)

### 3. R-Z

- [registration](#)
- [security](#)
- [spam](#)
- [tv](#)
- [username](#)
- [voip](#)
- [windows](#)
- [wireless](#)

### 4. 0-9

- [2-factor](#)