Welcome to the Information Technology Knowledge Base for Appalachian State University!

Important Links
- Software and Services Catalog
- Support Website
- Submit a Service Request

What is a Knowledge Base?
The knowledge base (KB) is a platform for easily creating, displaying, sharing, and managing web-based knowledge documents. It is designed to provide users within Appalachian State University with a central location for storing and maintaining knowledge. The knowledge base empowers end users to easily locate information for themselves online. It also allows IT Staff to create, categorize, and maintain that knowledge easily. The KB contains a wide variety of searchable information, including technical documents, directions, services, and software.

Most Common Questions
- How to Install Office 365
- How to Register a Computer on ASU's Network with an Ethernet(Wired) Connection.
- How to Register a Gaming System and/or Smart TV on Appalachian State University's Network
- How to Sync the Login Keychain Password on Mac After a Password Change
- How to Update my Appstate Password
- I can't see my grades in AsULearn.
- I cannot log into University Computers
- Navigating AsULearn
- What is uDesk? How do I use it?
- Wireless Connection Guide
Recently Updated

Turnitin Plagiarism Plugin for AsULearn Assignments & Forums
about 7 hours ago • updated by Gregory Calvin Simmons • view change

REDCap
yesterday at 8:41 PM • updated by Julie Lynn Taubman • view change

Participants: Add to Course (Enrolling a User)
Oct 04, 2019 • updated by Rachel Elizabeth Clark • view change

Quiz: Add Questions
Oct 04, 2019 • updated by Michelle Layne Melton • view change

Quiz: Create a Question Bank
Oct 04, 2019 • updated by Michelle Layne Melton • view change