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

- Changing your Apple ID
- How to Install Office 365
- How to Map a Drive on Windows 10
- 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 Share the Inbox of a Generic Email Account to other Appstate Accounts.
- 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

**Changing your Apple ID**
about 3 hours ago • updated by Kevin D. Snook • view change

**Duo Self Enrollment**
Oct 18, 2019 • updated by Thomas Patrick McDonnell • view change

**Zoom Web Conferencing**
Oct 17, 2019 • updated by Julie Lynn Taubman • view change

**Duo Self Enrollment**
Oct 17, 2019 • updated by Gina N. Slagle • view change

**How to Get Started with REDCap**
Oct 16, 2019 • updated by Julie Lynn Taubman • view change