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

**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.

**Updates/Changes**

- Apple Upgrade Notifications
- Changing your Apple ID
- Required Update of Microsoft Office 2011 for Mac

**Most Common Questions**

- How to Clear Browser Cache and History
- How to Install Office 365
- How to Map a Drive/uStor folder (M:) for Mac OS X
- How to Map a Drive/uStor folder (M:) for 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
- Wireless Connection Guide
Recently Updated

**Duo Self Enrollment**
21 minutes ago • updated by Thomas Patrick McDonnell • view change

**What is Duo 2-Factor Authentication (2FA)**
24 minutes ago • updated by Thomas Patrick McDonnell • view change

**Retirees - Transferring Personal Gmail Data on Windows**
Feb 24, 2020 • updated by Leanna Victoria Brown • view change

**ExportAppState Contacts to another Gmail Account.**
Feb 24, 2020 • updated by Paula Annette Ransom • view change

**How to Retrieve Personal Google Photos**
Feb 24, 2020 • updated by Paula Annette Ransom • view change