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.

Work From Home
- Work from Home (Telework) Resources
- Take Your Class Online
- Remotely Connect to a Campus Computer
- Junos Pulse (Pulse Secure) VPN Articles
- How to connect to ASU Remote Mac Labs
- Google Chat
- Free Adobe Creative Cloud
- Accessing your VoIP phone off-campus with Cisco Jabber

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

Important Links
Software and Services Catalog
Support Website
Submit a Service Request
Common Topics
- AsULearn Articles
- Google Apps (Gsuite)
- Internet/Network Articles
- Print Service Articles
- University Account Articles
- YoMart Articles

Recent Articles
Recently Updated
Google Chat
yesterday at 4:25 PM • up dated by Thomas Patrick McDonnell • view change
How do I print on card stock, envelopes or other specialized paper on a Sharp Copier?
yesterday at 4:08 PM • up dated by Joseph Lewis Byrd • view change

heavy_paper.png
yesterday at 1:58 PM • att ached by Joseph Lewis Byrd
mac_paper_feed.png
yesterday at 1:58 PM • att ached by Joseph Lewis Byrd
paper_select.png
yesterday at 1:58 PM • att ached by Joseph Lewis Byrd

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