

Appalachian Technology Knowledge Base



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

Type your question in the box Above. If you can't find an answer to your question [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.

Important Links

[Software and Services Catalog](#)

[Support Website](#)

[Submit a Service Request](#)

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](#)
- [Cannot log into Computer after password change.](#)
- [Adobe Creative Cloud on a personally-owned computer](#)
- [Accessing your VoIP phone off-campus with Cisco Jabber](#)
- [Access uDesk Azure \(uDesk 2.0\) from web browser](#)

Updates/Changes

- [Apple Upgrade Notifications](#)
- [Changing your Apple ID](#)
- [Required Update of Microsoft Office 2011 for Mac](#)

Common Topics

- [AsULearn Articles](#)
- [Google Apps \(Gsuite\)](#)
- [Internet/Network Articles](#)
- [Print Service Articles](#)
- [University Account Articles](#)
- [YoMart Articles](#)

Recent Articles

Recently Updated

[Appalachian Zoom Telehealth Portal](#)

about 4 hours ago • updated by Gina Slagle • [view change](#)

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[image2020-8-12_18-24-16.png](#)

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[image2020-8-12_18-22-43.png](#)

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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](#)
- [Retirees - Transferring Personal Gmail Data on Mac](#)
- [Retirees - Transferring Personal Gmail Data on Windows](#)
- [Wireless Connection Guide](#)