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.

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 Online Mac Computer 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 Online Windows Computer Labs from a 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

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<td>Sep 04, 2020</td>
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<td>DUO Enrollment Information for Faculty and Staff</td>
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#### Consultant Services
- about an hour ago • updated by Julie Taubman • view change
- ITS Timeclock for Student Workers • updated by Julie Taubman • view change
- Setting up Mail Delegation in MountaineerMail • updated by Paula Ransom • view change
- Zoom Web Conferencing • updated by Julie Taubman • view change
- DUO Enrollment Information for Faculty and Staff • updated by Thomas Patrick McDonnell • view change

### 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