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
- LiquidFiles
- Required Update of Microsoft Office 2011 for Mac