

Appalachian Technology Knowledge Base



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

We value your feedback! Click [HERE](#) to suggest updates to an existing article, request a new article, or submit an idea.

Type your question in the box Above. If you can't find an answer to your question [Submit a Service Request](#)

Work/Teach 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](#)

Common Topics

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

Updates/Changes

- [Changing your Apple ID](#)
- [How to Update Software on macOS](#)
- [How to Upgrade macOS](#)
- [macOS Upgrade Notifications](#)

Important Links

[Software and Services Catalog](#)

[Support Website](#)

[Submit a Service Request](#)

Most Common Questions

- [EXTERNAL Email Tagging FAQ](#)
- [FileShare](#)
- [How to Clear Browser Cache and History](#)
- [How to Install Office 365](#)
- [How to Map a Drive/uStor folder \(M:\) for Windows 10](#)
- [How to Map a uStor Folder on macOS](#)
- [How to Reactivate Duo Mobile on a New Phone](#)
- [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 Set Default Apps in Windows 10](#)
- [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](#)