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