

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](#)
- [Google Apps \(Gsuite\)](#)
- [Internet/Network](#)
- [Print and Copy](#)
- [University Accounts](#)
- [YoMart](#)

Updates/Changes

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

Important Links

[Services and Software Catalog](#)

[Support Website](#)

[Submit a Service Request](#)

Most Common Questions

- [EXTERNAL Email Tagging FAQ](#)
- [FileShare](#)
- [Google FAQs & Resources](#)
- [How to Clear Browser Cache and History](#)
- [How to Delegate \(share\) the Inbox of an Appstate Email Account.](#)
- [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 Set Default Apps in Windows 10](#)
- [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](#)
- [New Phone-How to Reactivate Duo Mobile](#)
- [Register a Computer on App State's Network with an Ethernet \(Wired\) Connection](#)
- [Register a Gaming System and/or Smart TV on App State's Network](#)
- [Retirees - Transferring Personal Gmail Data on Mac](#)
- [Retirees - Transferring Personal Gmail Data on Windows](#)
- [Smart Classroom Tech FAQ](#)
- [Wireless Connection Guide](#)