Appalachian Technology Knowledge Base

APPSTATE

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
- How to connect to Online Mac Computer Labs
- Google Chat and Spaces
- Cannot log into Computer after password change.
- AnyConnect VPN Articles
- 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

Most Common Questions

- Email Tagging
- FAQ articles
- FileShare
- Google FAQs & Resources
- How to Delegate (share) the Inbox of an App State Email Account.
- How to Install Office 365
- How to Map a uStor Folder on macOS
- How to Set Default Apps in Windows 10
- 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
- Print Zone FAQs
- 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
- Smart Classroom Tech FAQ
- VoIP Phone FAQs
- Wireless Connection Guide for ASU and ASU-Secure
- Wireless FAQ
- YoMart FAQs

Common Topics

- AsULearn Articles
- Google Apps (Gsuite)
- Internet/Network
- Print and Copy
- University Accounts
- YoMart

Updates/Changes

- How to Update Software on macOS
- How to Upgrade macOS

Important Links

Services and Software Catalog

Support Website

Submit a Service Request