

# Knowledge Base

---



## Frequently asked questions

- [Self Help - Troubleshooting](#)
- [Self Help - Blackboard](#)
- [Self Help - OneDrive](#)
- [Self Help - Office365](#)
- [Self Help - Video Conferencing](#)

Browse by topic



## Need more help?

- To raise a request visit the [Crimson Service Desk](#)
- myWSU log in: [MyWSU](#)



## Other resources

- [WSU ITS - ITS](#)
- [ITS News - News](#)

**A**

access  
accessibility  
account  
active-directory  
admissions  
adobe  
advising  
affiliate  
ais  
ams  
android  
apple  
applications  
article  
assignment  
atlassian  
auth

**B**

black  
blackboard  
blue  
brandon  
browser  
business-objects  
business-systems

**C**

cache  
calendar  
camera  
campus-community  
campusm  
canvas  
canvas-folios  
canvas-mobile  
canvas-pilot-rosters  
canvas-quizzes  
canvas-sisimport  
canvas-studio  
canvas-training  
ccure  
cellular  
chat-bot  
chromebook  
cisco  
class  
collaborate  
compromised  
confluence  
contact  
content  
corrected  
cougar-manager  
courses  
credit-card  
csd-students  
cvm

**D-E**

dashboard  
database  
delegates  
delete  
delete-cr  
departmental-mailbox  
deski  
desktop  
docusign  
domain  
drawio  
duplicate-id  
eab  
email  
events

**F-G**

faq  
ferpa  
fid  
file-list  
fileshare  
file-share  
finance  
financial-aid  
fine  
firewall  
fluid  
forwarding  
fs1  
ftp  
global  
globalprotect  
grades  
graduate-school

**H-J**

health  
helpcenter  
hotspot  
housing  
howto  
how-to  
hpc  
imaging  
info-bursts  
integration  
integration-broker  
internal  
ios  
iphone  
is  
jira

**K-L**

kb-how-to-article  
kb-troubleshooting-article  
kivuto  
labs  
laptop  
loans  
login  
longer

**M**

mac  
mac\_address  
macos  
mail  
mailinglist  
mailman  
marketing  
matlab  
meeting  
mfa  
microphone  
mobile  
modernization  
msproject  
myopenmath  
mywsu

**N-O**

navigation  
needs-editing-cr  
network  
networking  
network-share  
nid  
no  
o365  
obiee  
office365  
ok  
okta  
onedrive  
os  
outlook

**P**

panopto  
password  
password-reset  
payment  
peoplesoft  
pharos  
phishing  
phone  
phones  
powerpoint  
print  
print1  
printer  
printing  
production-control  
profile  
project-management  
project-request  
pullman  
purchases

**Q-R**

qualtrics  
query-manager  
reference-guide  
relevant  
remote  
remotedesktop  
rentmaster  
report  
reports  
retention  
rsa

**S**

secure  
security  
sf  
sftp  
share  
shared  
sharedinbox  
shared-links  
skype  
software  
spam  
spokane  
spss  
sql  
ssh  
sso  
storage  
student  
student-financials  
student-records  
student-testing  
support  
sync

**T-U**

tank  
teams  
technical-support  
techstore  
telephone  
test  
tier0  
tier1  
tier2  
titanium  
training  
transcripts  
tricities  
troubleshooting  
unicheck  
universal  
update

**V**

vancouver  
vcea  
videoconference  
virus  
visio  
visitor  
voicemail  
vpn

**W**

watson  
web  
webcam  
webconferencing  
webi  
wepa  
wifi  
win10  
win7  
windows  
windows7  
wireless  
wordpress  
workday  
workday-about-faq  
workday-extension-faq  
workday-faq  
workday-future-faq  
workday-modernization-faq  
workday-referenceguide  
wsu  
wsu-mobi  
wsu-mobile

**X-Z**

zoom

**0-9**

1098t