

Knowledge Base



Frequently asked questions

- [Self Help - Troubleshooting](#)
- [Self Help - Blackboard](#)
- [Self Help - OneDrive](#)
- [Self Help - Office365](#)
- [Old Self Help - Zoom](#)

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

academic
access
accessibility
account
accounting
active-directory
ad
address
admissions
adobe
advising
affiliate
ais
all-employees
ams
android
apple
applications
archive
article
assets
assignment
atlassian
attendance
auth
azure

B

banking
benefits
bestpractice
black
blackboard
blue
brandon
browser
budgets
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
central
chat-bot
chromebook
cisco
class
collaborate
compensation
compromised
confluence
contact
content
copy
corrected
cougar-manager
courses
credit-card
crowdmark
csd-students
customer-contracts-and-receivables
cvm

D-E

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

F-G

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

H-J

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

K-L

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

M

mac
mac_address
macos
mail
mailbox
mailinglist
mailman
managers
marketing
matlab
meeting
mfa
microphone
microsoft
mobile
modernization
msproject
myopenmath
mywsu

N-O

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

P

panopto
password
password-reset
payment
payroll
peoplesoft
pharos
phishing
phone
phones
planning
policy
powerpoint
powershell
print
print1
printer
printers
printersetup
printing
proctoru
procurement
production-control
profile
project
project-management
project-request
projects
pullman
purchases
purchasing

Q-R

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

S

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

T

tank
tax
teams
technical-support
techstore
telephone
test
tier0
tier1
tier2
time-leave-absence
titanium
to
training
transcripts
travel-and-expenses
tricities
troubleshooting
tv

U-V

unicheck
universal
update
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-knowledge-base
workday-modernization-faq
workday-referenceguide
workday-service-desk
workday-uat
wsu
wsu-mobi
wsu-mobile

X-Z

zoom
zoom-controls-settings
zoom-join-schedule
zoom-licensing
zoom-recording
zoomroom
zoom-security-privacy
zoom-signing-in
zoom-webinar

0-9

1098t