

# Knowledge Base

**Welcome!** In this IT knowledge base, you can find answers to common questions and information about common issues. Start your search by typing in the box below, or browse current labels through the list on the lower left. You may also navigate using the sections on the left for How-to instructions, Troubleshooting information, and Frequently Asked Questions.



## Still need help?

Have you searched and still not found the answers you need? Contact the Help Desk and place an ITicket: login at <https://helpdesk.valpo.edu>, send email to [helpdesk@valpo.edu](mailto:helpdesk@valpo.edu), visit them on the first floor of the Christopher Center Library, or call 219.464.5678.

Knowledge base for all software and hardware related issues.

## Browse by topic

A-B	C	D-F
<a href="#">a11y</a> <a href="#">ada</a> <a href="#">attendance</a> <a href="#">autocad</a> <a href="#">autodesk</a> <a href="#">bblearn</a> <a href="#">blackboard</a>	<a href="#">c</a> <a href="#">c++</a> <a href="#">cable-tv</a> <a href="#">cad</a> <a href="#">civil3d</a> <a href="#">cli</a> <a href="#">code</a> <a href="#">coding</a> <a href="#">colleague</a> <a href="#">compiler</a> <a href="#">computers</a> <a href="#">connection</a> <a href="#">course</a>	<a href="#">datatel</a> <a href="#">datavu</a> <a href="#">desktop</a> <a href="#">distance</a> <a href="#">distance-learning</a> <a href="#">email</a> <a href="#">engineering</a> <a href="#">faq</a> <a href="#">financial</a> <a href="#">financialaid</a> <a href="#">fortran</a>
G-L	M-O	P-Q
<a href="#">gnu</a> <a href="#">google</a> <a href="#">grading</a> <a href="#">h+s-drives</a> <a href="#">imagenow</a> <a href="#">inventor</a> <a href="#">lab</a> <a href="#">lecture</a> <a href="#">library</a>	<a href="#">mac-os</a> <a href="#">menu</a> <a href="#">mobile</a> <a href="#">network-drives</a> <a href="#">objective-c</a> <a href="#">objective-c++</a> <a href="#">office2016</a> <a href="#">office365</a> <a href="#">online</a>	<a href="#">perceptive</a> <a href="#">personal</a> <a href="#">perusall</a> <a href="#">phones</a> <a href="#">printing</a> <a href="#">program</a> <a href="#">programming</a> <a href="#">proxy</a>
R-U	V-Z	
<a href="#">rdc</a> <a href="#">rdp</a> <a href="#">recording</a> <a href="#">registrar</a> <a href="#">remote</a> <a href="#">satellite-tv</a> <a href="#">self-service</a> <a href="#">slate</a> <a href="#">software</a> <a href="#">student</a> <a href="#">training</a>	<a href="#">valponet</a> <a href="#">video</a> <a href="#">vpn</a> <a href="#">webex</a> <a href="#">wifi</a> <a href="#">windows</a>	

## Recently updated articles

- [\\_Remote Resources for Students and Faculty](#)  
5 minutes ago • updated by Jon Sanders • [view change](#)
- [How to Add Proxy \(Parent or Guest\) Access to your Valpo accounts](#)  
yesterday at 9:40 AM • updated by John Bowker • [view change](#)
- [How Parents and Guests \(Proxies\) Access Student Information](#)  
Mar 30, 2020 • updated by Melanie Trowbridge • [view change](#)
- [How to Add Proxy \(Parent or Guest\) Access to your Valpo accounts](#)  
Mar 30, 2020 • updated by Melanie Trowbridge • [view change](#)
- [Change your Address or Phone](#)  
Mar 30, 2020 • updated by Melanie Trowbridge • [view change](#)
- [Works In Progress \(Public\)](#)  
Mar 30, 2020 • created by Rachel Rivera
- [How to access Student Account Information via Self-Service](#)  
Mar 30, 2020 • updated by Melanie Trowbridge • [view change](#)
- [Working Remotely](#)  
Mar 27, 2020 • updated by Dave Sierkowski • [view change](#)
- [Working Remotely](#)  
Mar 27, 2020 • updated by Jessica Wilson • [view change](#)
- [Use WebStorage](#)  
Mar 27, 2020 • updated by Dave Sierkowski • [view change](#)
- [\\_Remote Resources for Students and Faculty](#)  
Mar 27, 2020 • updated by Dave Sierkowski • [view change](#)
- [Change Proxy \(Parent or Guest\) Access](#)

Mar 27, 2020 • updated by Melanie Trowbridge • view change

[Use Google Classroom for a Course](#)

Mar 26, 2020 • updated by Jacob Williams • view change

[Modify Testing Accommodations in Blackboard](#)

Mar 26, 2020 • updated by Jacob Williams • view change

[Microsoft Remote Desktop Connection](#)

Mar 25, 2020 • updated by Jacob Williams • view change