



Information Technology

Brenau University

How to Access your Brenau Student Accounts

All Brenau students are assigned access to an email address account via TigerMail, a CampusWEB account and online classes in Canvas. Below are instructions on how to access all your Brenau University Student Accounts.

Tip: At the following site: <http://intranet.brenau.edu>, you will find links for Brenau email (<http://mail.brenau.edu>), Canvas (<https://brenau.instructure.com>) & CampusWEB (<http://campus.brenau.edu>). The instructions below detail where to find the format of your username and passwords to log into your Brenau accounts.

CampusWEB	Lab Computers & RapidConnect	TigerMail	Canvas
Registration, tuition and more		Student Email	Online Classes
Login ID : Your six-digit student ID Pin: First initial, MMDD digits of your birthday, last initial, 1 + ! (a one and an exclamation point.	To locate your RapidConnect & lab computer username & password log into your CampusWEB account and click on the My Accounts link to view instructions for logging in.	To locate your TigerMail username & password log into your CampusWEB account and click on the My Accounts link to view instructions for logging in.	To locate your Canvas username & password log into your CampusWEB account and click on the My Accounts link to view instructions for logging in.

Technology Recommendations

Recommended Computer Hardware

IBM-compatible PCs or laptops

Intel Processors: Pentium 4 Dual Core 2.4GHz or Higher

AMD Processors: AMD Athlon XP 2400 X2 or Higher

Memory: 2GB RAM or More (3 GB or more for Windows Vista)

Hard Drive: 320GB or More

Wireless: 802.11b/g

Operating System: Windows 7 or Higher

Productivity: Microsoft Office 2007 or later

Internet Browser: **Newest version** of the browser you are using and the most up-to-date Flash plug-in.

Apple Macintosh Computers

Processors: iMac/MacBook/MacMini 2 Ghz Intel or Higher

Memory: 2GB RAM or higher

Hard Drive: 160GB or More

Wireless: Airport Extreme Wireless Network Card

Productivity: Microsoft Office 2008 for Mac or later

Operating System: MacOS X v10.8 Mountain Lion or Later

Internet Browser: **Newest version** of the browser you are using and most up-to-date Flash plug-in.

To download a free copy of Microsoft Office 365:

www.office.com/getOffice365

For free anti-virus on Windows systems:

http://www.microsoft.com/security_essentials/

Student Support Center

Brenau Help Desk

The intranet is your connection to our Brenau community.

This dynamic resource is full of links connecting you to departments that support your student needs. On the intranet you will find other tools and resources such as recommended computer specifications and answers to frequently asked questions. To take advantage of the full feature-set make sure you visit at <http://intranet.brenau.edu>.

Brenau Help Desk

The Brenau help desk is your source for technical support. The Help Desk link on the site will take you to our Brenau Online Support Service where you can submit a support ticket or search for answers in the knowledgebase.

If you are unable to find the solution to your question you can also reach us by phone at 770.538.4774 or via email at helpdesk@brenau.edu. The help desk office in Redwine 105 is open Monday through Friday from 8:30 AM to 5:00 PM. The help desk is closed on all scheduled campus holidays. Phone support is available 24/7

How to Contact the Help Desk:

Phone: 770-538-4774

Toll Free: 1-800-532-1155 ext. 4774

eMail: helpdesk@brenau.edu

Mail: 500 Washington St. SE

Gainesville, GA 30501

Website: <http://intranet.brenau.edu>