



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	TigerMail	Canvas
Registration, tuition and more	& RapidConnect	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.

Brenau Accounts Explained

CampusWEB – this is a student resource used for registration, requesting transcripts, viewing grades and updating personal biographical information.

Lab Computers/RapidConnect – All students have access to campus computers on the network using their network/lab computer username/password. This same information lets them authenticate to RapidConnect. RapidConnect is on campus WiFi.

TigerMail – is the student web-based email provided via Google mail to students. It is your permanent Brenau email address. The Brenau student email must be used in all communication between faculty/staff and students.

Canvas – is a student web-based online classroom interface that will completely replace Blackboard Fall 2013. In this interface students can participate in discussions, virtual class chat rooms, take quizzes and tests, and upload assignments.

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. All you have to do is visit the intranet and click on the green Help Desk button on the right side of the site. This 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>