



## Brenau Student Support & Accounts Explanation

### Brenau Intranet Site

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 Work Order link on the intranet 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](mailto: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. There is 24/7 phone support available for general questions.

**Student Accounts:** All students have access to the accounts described.

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

**Lab Computers/RapidConnectSecure** – All students have access to campus computers on the network using their network/lab computer username/password. This same information lets you authenticate to RapidConnectSecure. RapidConnectSecure 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 the Learning Management system used at Brenau. Faculty, staff & students can participate in discussions, virtual class chat rooms, take quizzes and tests, and upload assignments.

Below are explanations on how to log into your student accounts.

CampusWEB	TigerMail Email	Canvas	Lab Computers/WiFi
Registration, schedules, billing & more <a href="https://campus.brenau.edu">https://campus.brenau.edu</a>	Email in Google, Google docs & Drive <a href="https://mail.google.com">https://mail.google.com</a>	Online Classes & More <a href="https://brenau.instructure.com">https://brenau.instructure.com</a>	Lab computers and Rapid Connect Secure Wireless access
<b>Login ID</b> : Your six-digit student ID <b>Pin</b> : First initial, MMDD digits of your birthday, last initial, 1 + ! (a one and an exclamation point.)	To locate your TigerMail username & password log into your CampusWEB account and click on the <b>My Accounts</b> link to view instructions for logging in.	To locate your Canvas username & password log into your CampusWEB account and click on the <b>My Accounts</b> link to view instructions for logging in.	To locate your RapidConnectSecure & lab computer username & password log into your CampusWEB account and click on <b>My Accounts</b> link to view instructions.

How to Contact Us:

Phone: 770-538-4774

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

eMail: [helpdesk@brenau.edu](mailto:helpdesk@brenau.edu)

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

Mailing Address:

500 Washington St. SE

Gainesville, GA 30501

Visit <http://intranet.brenau.edu> for links to many more resources