Information Technology
Brenau University

Welcome

To Brenau !

Where's the Technology?	*Student Support Center*

Visit http://intranet.brenau.edu for links to these resources

Intranet

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. Additionally, all student resources including email (TigerMail), Canvas, CampusWEB and our Brenau Online Support Service are available through the intranet.

At this site you can locate other tools and computer resources you will use, including documentation on how to use them. To take advantage of the full feature-set make sure you visit the Help Desk link and please check back frequently for student discounts, upcoming events, announcements, news about your friends, and areas of the site to voice your opinion.

Brenau Help Desk – 24x7 Support

The Brenau help desk is your source for technology 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.

Follow the Online Self-Support tab to search our knowledge base and find the answers you need or review other frequently asked questions on the Home tab.

If you are unable to find the solution to your question you can also reach us by phone at 770.538.4774 or email at helpdesk@brenau.edu. The help desk office in the Trustee Library (Redwine Room 105) is open Monday through Friday from 8:30 AM to 5:00 PM. For your convenience, phone and email support is available 24x7.

Brenau Student Accounts

NOTE: Student CampusWEB, Canvas, and network accounts are automatically disabled six months after graduation or after two semesters of non-enrollment.

Email/Network	*Canvas*	*CampusWEB*
	online classes and more	*Registration, billing, and more*
Your Brenau eMail address:???????????@tiger.brenau.edu *Your username is: ????????* *Your password is:* First initial + MMDD digits of your birthday + last initial + 1! (1+exclamation point)	*Your username is:* ?????????@tiger.brenau.edu *Your password is:* First initial + MMDD digits of your birthday + last initial + 1! (1+exclamation point)	*Your Login ID is: ??????* Your PIN will not be activated until you meet with your advisor.*** ***Your PIN is your first initial + MMDD digits of your birthday + last initial + 1! (1+exclamation point)

How to Contact Us:
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

HOW TO ORDER YOUR BRENAU ID CARD

Brenau University students may request an identification card at any time and from any location in the world using a website. The purpose of the Brenau University ID card is to allow for convenient use of campus resources, Brenau dining facilities, and even student discounts from local vendors that might provide them. Please be aware that there is a small charge plus shipping for the ID card that is payable directly to the vendor.

BEFORE CREATING YOUR ID CARD

Before visiting the web site to request your Brenau identification card, you need to have a couple of resources readily available:

♦ A digital photo of your face in JPG or GIF format (typically the same formats you use when uploading a picture to Facebook)

♦ A credit or debit card to pay for the cost of the ID card and shipping (Visa, Mastercard, Discover, Amex, Diners Club)

CREATE YOUR ID CARD USING THE FOLLOWING STEPS

1. Navigate to this web site: http://idcards.fullidentity.com/BrenauUniversity/emailverify.aspx
2. Enter your Brenau email address. (Note: all student email addresses end in @tiger.brenau.edu)
3. Go to http://mail.brenau.edu and check your email for receipt of the activation email sent to you from FullIdentity.com. Click on the link to proceed with the ID creation process.
4. Enter your profile information.
5. Upload a picture for your ID. (The picture must be JPG or GIF format – which is usually the default format for most digital cameras. Please use a picture that shows a clear view of your face from your shoulders to the top of your head if possible.)
6. Review your uploaded image. If it is acceptable, click YES. Otherwise, click NO and upload another file.
7. Select your shipping method.
8. Enter your shipping/billing information including shipping address, billing address, and credit/debit card information.
9. Print your "Temporary ID" to use until your official Brenau ID arrives in the mail. For security reasons, the temporary ID does not include a barcode but the card does contain a 5-digit text portion of the barcode for manually keying into the dining hall point of sale systems.

That's it! You have completed the Brenau ID card process. Your official ID should arrive in the mail soon. Feel free to use your temporary ID until then. If you have questions or need assistance, please call ID Card Support at *866.610.4308.*

e2CAMPUS EMERGENCY ALERT SYSTEM

Brenau University has an emergency notification system that enables the school to send urgent news to you in the form of text messages, email, and other methods. Once you sign up for the service, the school will be able to contact you with timely information about critical events on or near campus.

information can save lives | it's up to you to get it
click here to register your cellphone for texts & your non-Brenau email

FOLLOW THESE STEPS TO GET YOUR ALERTS

1. Direct your web browser to http://www.e2campus.com/my/brenau
2. Click "I need to create an Account" from the login page
3. Fill out the sign-up form

PLEASE KEEP THE FOLLOWING IN MIND WHEN YOU SIGN UP FOR THE SERVICE

♦ When you sign up for the service, you will also be asked for an "opt-out date." This is the date when you would like to be removed from the system automatically. For students, this would be your expected graduation date.

♦ There is no charge to the student for this service however you may be responsible for any text messages charges depending on your cell plan.