Guide to Banner and Master of Education Accounts

Instructions:

The college has a campus wide data system called Banner. Upon acceptance into the Master of Education each student is assigned a username and password, Banner ID number, and e-mail address which are needed to transact business with the college. This is a permanent number for your identity with the college. New MEd students receive this information with their acceptance letter. Note: the college-assigned e-mail address will be used by the college for official business, so be sure to check it frequently or forward mail to a preferred personal email account.

To Gain Remote Access to your E-mail Account:
1. Using any computer with Internet access, go to gmail.com
2. Enter your Covenant email and password

To Gain Remote Access to your Banner Account:
1. Using any computer with Internet access, go to the following address: http://banner.covenant.edu
2. Enter username and password at the prompt
3. Click the Login button

Frequently Asked Questions:

1. **What is Banner?**
   The Banner system is an integrated college information system. The Banner system connects a number of information processes that are important to a student's academic program at Covenant. These include:
   a. **Course Registration**—your class schedule
   b. **Student Records**—your grades, transcripts, and financial account
   c. **Financial Aid**—financial aid applications, status, awards, and other information.
   The online features of the Banner system enable Covenant to manage college academic and business affairs in the most efficient way possible.

2. **Will I receive a mailed statement of my balance due?**
   No, since all information is available online (and is updated daily). The most effective way for you to manage your financial account is to access your balance due through Banner.

3. **How do I get help with technical difficulties for Banner or Email?**
   The Tech Services Help Desk is available to answer questions by phone or e-mail:
   a. 706.419.1219
   b. techsupport@covenant.edu
   Normal business hours are 8:00a to 4:30p EST, Monday through Friday.

4. **What if I forget my password?**
   You can reset your password via the link on the e-mail logon page or you may call 706.419.1219 to have your password reset.

5. **What if I have questions about my financial Banner account?**
   The Accounting Office is the best place to start with specific questions concerning charges to your account, what payments have been applied, etc. Normal business hours are 8:00a to 4:30p EST, Monday through Friday. Phone number is 706.419.1102.