



## COVENANT COLLEGE

GRADUATE SCHOOL OF EDUCATION

### 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](mailto: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.