

Guide to Navigating *Banner* and my Master of Education Accounts

How do I manage my personal financial account at Covenant?

The key is learning to access the Banner system. Covenant College utilizes an integrated college information system called Banner. The Banner system connects a number of information processes that are important to a student's academic program at Covenant. These include:

- **Course Registration** (your class schedule)
- **Student Records** (your grades, transcripts, and your financial account)
- **Financial Aid** (financial aid applications, status, awards, and other information).

The online features of the Banner system help us manage college academic and business affairs in the most efficient way possible. Detailed instructions on accessing the account balance information is included at the end of this document

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 account is to access your balance due online.

How do I get help with accessing the Banner system?

Our Tech Services Help desk is available to answer questions. You can reach them by phone at (706) 419-1219 or via email at techsupport@covenant.edu

What if I forget my PIN?

Your PIN number can be changed automatically from the login page by clicking on the "Forgot PIN" button after you enter your ID number.

What if I have questions about my Banner account?

The Accounting Office is the best place to start with specific questions concerning charges to your account or what payments have been applied. We are located at the north end of the first floor of Carter Hall, or you may call us at (706) 419-1102. Our normal business hours are 8:00 AM to 4:30 PM EST Monday through Friday.

Banner System Instructions – Accessing Your Online Accounts

The college has a campus wide data system called Banner. Upon acceptance into the Master of Education Program each student is assigned a Banner ID number and e-mail address both of which are needed to transact business with the college. This is a permanent number for your identity with the college. New MED students received this information with their acceptance letter. Returning students should have this information on file. Note: the college assigned e-mail address will be used by the college for official business, so be sure to check it frequently.

To Gain Remote Access to your E-mail Account:

Using any computer with internet access, go to the following address: scots.covenant.edu
(Please note do not place www before the address)

Click on the [E-mail](#) link.

Using your mouse, click on the underlined link that reads, **CLICK HERE TO CHECK E-MAIL**

When prompted to enter your Username and Password use the following information:

Username and Password

To Gain Remote Access to your Banner Account:

Using any computer with Internet Access, go to the following address: scots.covenant.edu
(Please note do not place www before the address)

Click on the [Banner](#) link.

You will be asked for User ID and PIN

For User ID enter: «Banner ID»

For PIN enter: «PIN»

Click the Login button

You will then be taken to a page that says; “Your PIN has expired. Please change it now.”

For Re-enter Old PIN enter: «PIN»

For New PIN enter a new 6 character PIN of your choice

For Re-enter New PIN enter the 6 character PIN that you just created

You will then be taken to a Login Verification Security Question and Answer page. You will need to enter a question and the answer to that question

(For example: Enter Question: What is my mother’s maiden name? Answer: Smith)

If you have any difficulty setting up either of your accounts or if you have further questions please contact the Covenant College Help Desk by e-mail at: helpdesk@covenant.edu

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