Getting Started with Pinnacle + User Guide

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Pinnacle is OIT's billing system, used to provide departments with a monthly summary of charges for various campus services.

If you don't yet have Pinnacle access, you can submit an access request, and under Applications, select “OIT Billing Service (Pinnacle)”.

Once you have access, you can log in to Pinnacle using your Brown username and password.

Please note: Google Chrome is the recommended browser for Pinnacle.

In Pinnacle, you can do the following:

- View and download your department's bill
- View a summary by account
- View individual bills
- View departmental non-usage and usage charges

For more information on OIT Billing, please visit our website.

For questions about your OIT charges or account changes, please submit a ticket.

For all other questions, please contact oit-billing@brown.edu.

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