

Have questions or need help?

Information Technology Help Desk

Urgent Issues Helpline: 562-3444

HOURS: Monday - Friday 8 am to 9 pm

Non-urgent Issues submitted through

Website: <http://helprequest.cwidaho.cc>

<http://helprequest.cwidaho.cc>

College of Western Idaho

CWI Faculty/Staff

Information Technology

Quick Reference Guide



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CWI Account Access Information:

Each user will have one username and password for logons onto lab PC's, Blackboard and MyCWI portal. The account is as follows:

Username = **FirstName+LastName**

Password = **First letter of your First name in CAPS + First letter of your Last name in CAPS + "logon" in lower-case letters + last 4 digits of your SSN , if you don't have a SSN, then use the last 4 digits of your student ID number**

Example: John Smith, Social Security Number 123-45-6789

Username: johnsmith

Password: JSlogon6789

Network Storage: **H:** (Personal Drive 150 MB)

Network Printers: <http://boron/printers>



College of Western Idaho Links

Blackboard: <http://blackboard.cwidaho.cc>

Web Email Accounts: <http://mail.cwidaho.cc>

CWI Library: <http://cwidaho.cc/library>

MyCWI Portal: <https://mycwi.cc>

Spam filter: spam@usinternet.com



College of Southern Idaho Links

MyCSI: <https://mycsi.csi.edu>

Course Evaluations: <https://evaluation.csi.edu/>

CSI Library: <http://www.csi.edu/library/>

Services Offered:

Help Desk

- Telephone
- Hardware and software for CWI computers
- Warranty support for CWI computers
- New computer and peripheral purchases
- Remote email, VPN and application support
- Computer support
- Email support on mobile devices
- Printer installation support

Telephone

- Web configuration for Cisco phones
- Voicemail services
- Network connectivity requests
- New phone requests

Wireless Access

- Wireless Network ID = CWI-Guest
- Allows access to all websites out bound but has limited connectivity to CWI systems.

AV Support

- Projectors
- Sound support
 - Speakers
 - Microphones
 - Assisted Listening Devices
- Video Conferencing
- Photography
- Videography