

Student FAQ Cheat Sheet

1. **I've been accepted by the college. Now I'd like to register for classes. However I can't logon to MyCSI!**

If you were just accepted by the college today, you'll need to wait until tomorrow for the systems to update with your information.

2. **My PIN# for MyCSI no longer works. What happened?**

When you retrieved your temporary PIN number and registered for classes, your temporary PIN number changed to your 8 digit date of birth 24 hours later.

3. **I changed my password on MyCSI and it no longer works. What happened?**

If you've retrieved your temporary PIN# from MyCSI and changed it before it was replaced by your 8 digit date of birth; example, 01091988 (which can take 24 hrs.), you will need to use your 8 digit DOB as your login password. Only then can you change your login password permanently. If you changed your password after using your 8 digit DOB to login and still can't login, contact the Help Desk and we'll reset your password to the default of your DOB.

4. **I've tried to logon to Blackboard several times and now it says "Could not logon. Valid authentication credentials were not provided." I may have changed my password and forgot it.**

If you've unsuccessfully tried 5 or more times to login to Blackboard, then your account may be locked out for 30 minutes. If you are taking a test, please call the Help Desk immediately to have your account unlocked. Otherwise, you can choose to wait for the account to unlock itself after 30 minutes.

5. **I'm trying to logon to a computer on campus and it says "Unable to log you on because your account has been locked out, please contact your administrator". What happened?**

If you've unsuccessfully tried 5 or more times to login to Windows, then your account may be locked out for 30 minutes. Contact the Help Desk to have your account unlocked.

6. **I've changed my password and totally forgotten it. How do I get it reset to default?**

Call the Help Desk at 562-3444 during the normal hours. Be prepared to give your Name, Phone number, student number, last 4 digits of your SSN and date of birth.

CWI Student

Information Technology

Quick Reference Guide



Urgent Issues Helpline: 562-3444

Monday - Thursday: 8 am - 9 pm

Friday: 8 am - 5 pm

Saturday: 9 am - 5 pm

Please submit non-urgent requests through our website -> <http://helprequest.cwidaho.cc>

College of Western Idaho



College of Western Idaho logons

Blackboard, Lab PC, Wireless, Email, Skydrive logon

New students receive a **TEMPORARY** password that **MUST** be changed before logging on to any CWI system.

Temporary Logon Example:

Student: John Smith Social Security Number: 123-45-6789
Username: johnsmith Temporary Password: JSlogon6789

Two ways to change your password:

- Visit <http://logonhelp.cwidaho.cc> and click change password
- Or-
- Log on to a campus computer using your temporary password and follow the prompts

Your new password will work for all CWI systems

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

(Ex: username: johnsmith, password: chosen by user – see above)

Wireless: Network ID or Network Name = CWI-STUDENT

(Ex: username: johnsmith, password: chosen by user – see above)

For detailed wireless instructions:

<https://cwidaho.cc/information-technology/wireless.php>

Email: <http://live.mycwi.cc>

(Ex: username: johnsmith@mycwi.cc, password: chosen by user – see above)

Storage: <http://skydrive.mycwi.cc>

(Ex: username: johnsmith@mycwi.cc, password: chosen by user – see above)

Access to 25 Gigabytes of individual storage space and office applications supplied by Microsoft's Live@edu. Some restrictions apply.

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

Links to many resources and instructions are on the Library Home Page

Blackboard Help:

<http://ondemand.blackboard.com/students.htm>

CSI Access Info for current CWI Students*



Use this logon to access the CSI Library and your class schedules. This logon is also used for online registration and for end of term course evaluations.

Username: Your username is your student ID number
(Located on your CWI student ID Card)

Password: Full 8 digit date of birth (No spaces, dashes or slashes)

CSI Logon Example:

John Smith, Birthday Jan 9th, 1988 & Student ID# 123456
Username: 123456 Password: 01091988

College of Southern Idaho logons

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

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

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

* New/ Prospective Students

How do I get my CSI PIN for online registration?

This link has instructions: <https://cwipin.csi.edu>

New/ Prospective students must have a PIN to login to the myCSI portal for online registration. If you do not have a PIN or you forgot it, you will need to go through the PIN retrieval process before you can log in. Please note that within 24 hours of registering online or in person at OneStop Student Services your PIN will no longer work. It will become your 8-digit date of birth.