Student FAQ Cheat Sheet

1. **Logonhelp.cwidaho.cc** is a self-service portal allowing you to manage your password anywhere you have internet access.

   You can change your password without enrolling **BUT** if you register and answer the security questions to confirm your identity you will be able to reset, unlock, and change your password anytime and anywhere you have access to the internet.

2. **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 or access **logonhelp.cwidaho.cc**

3. **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.

4. **I've changed my password and totally forgotten it. How do I get it reset to default?**
   If you have enrolled at **logonhelp.cwidaho.**cc 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 or access **logonhelp.cwidaho.cc**

5. **Where can I find more information on Frequently Asked Questions?**
   Go to **http://HelpDesk.cwidaho.cc** and click on the link **Help Desk FAQs** in the information section 🛈 at the top of the page. You can do searches by putting your search terms in the "Contains" box and click on Search button.

   (rev. Spring 2013)

College of Western Idaho

CWI Student

Information Technology

Quick Reference Guide

College of Western Idaho

Urgent Issues Helpline: 562-3444

Monday - Thursday: 8 am - 9 pm
Friday: 8 am – 5 pm
Saturday: 9 am – 2 pm

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

Your Student Account allows access to these resources:

myCWI: will allow access to class registration, billing, financial aid, unofficial transcripts, program evaluations, and more.
http://myCWI.cc or from the Current Students webpage.

Blackboard: is an online learning system used by many instructors to post the course syllabus, lecture notes, grades, etc.
http://blackboard.cwidaho.cc or from the Current Students webpage.

myCWI email: will be your primary means of communication from the college and your instructors. Check frequently.
http://mail.myCWI.cc or from the Current Students webpage.

Storage: You have access to 25 gigabytes of individual storage space through your Office 365 account. This allows access to your documents from anywhere. No need for USB drives in most cases.
http://skydrive.myCWI.cc

Student Computers: may be used in any CWI computer lab.

Discount Software Source: http://TechHead.org
Use the Higher-Ed link to search for available software.

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

IT Help Desk: can be used if you are having any issues with student accounts or technology on campus. You can submit a help request online at **http://helpdesk.cwidaho.cc** or call 562-3444 for urgent issues. Use your **CWI student email address** and myCWI password to login.

Student Accounts

Your Username and Password will be used to login to myCWI, Blackboard, myCWI email, wireless, and campus computers.

Your account will typically be created within 2 hours of being accepted.

> ## You **MUST** change your temporary password **BEFORE** you can access any student accounts
>
> **Temporary Password Example:**
> **Student: John Smith**   **Social Security Number: 123-45-6789**
> *Username*: **johnsmith**   **Temporary** *Password*: **JSlogon6789**
>
> ## Three ways to change your password*:
>
> 1) **Visit http://logonhelp.cwidaho.cc and click change password**
>
> 2) **Logon to a campus computer using your temporary password and follow the password change prompts**
>
> 3) **Go to http://myCWI.cc**
>   **select the link: Click here to change your password**
>
> *New passwords must meet the following complexity requirements:
>
> - Must not contain the user's preferred name or last name
> - Must be at least 8 characters in length
> - Must contain at least one character from <u>at least three of the following four</u> character sets:
>   - A through Z
>   - a through z
>   - 0 through 9
>   - Symbols such as !@#$%^&*
> - Users can only change their password once within 24 hours
> - Users must have 24 unique passwords before they may reuse an old password