



Everyone – Create/Update Security Questions in logonhelp.cwi.edu

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Author: Miranda Martinez

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Operating System / Version: N/A

Application / Version: N/A

Hardware Version: N/A

Summary: Please follow the steps below to create/update your security questions via logonhelp.cwi.edu.

(Note: Not only is this where you would go to sign up for the password reset service, but it is also the place where can reset, change, or update your security questions).

1. Go to URL: logonhelp.cwi.edu.
2. Select Enroll to answer a set of security questions.

Logon Help provides a convenient way of managing your user account. Once you have enrolled below, you can reset your password, unlock your account, change your password, and receive password expiration notifications in your email.

If you need further assistance, you can contact the CWI Help Desk at 208.562.3444 or visit helpdesk.cwi.edu.

Enroll: Enrollment is a one-time process that must be done before you can use the services offered by this site. You must know your current password.

Reset Password: If you have forgotten your password, you will be able to change your password by answering your challenge questions.

Unlock Account: Allows you to unlock your account by answering your challenge questions.

Change Password: If you know your current password, you can set a new password.

Enroll

Reset Password


Unlock Account

Change Password

3. **For this step you need to know your password** otherwise you won't be able to update your questions. Put in your MyCWI username and password and hit next.

Please enter your username and current password.

Username:

Password:
 


Next


Cancel


4. Now, you can select any question you want and put in your answer. Then click next.

Enroll

Please answer the following questions:

Question:	<input type="text" value="Select a question"/> 
Answer:	<input type="text"/>

Question:	<input type="text" value="Select a question"/> 
Answer:	<input type="text"/>

Question:	<input type="text" value="Select a question"/> 
Answer:	<input type="text"/>

5. Once you see the window below; your new questions and answers should be in place.

Account Enrolled

Congratulations! Your account has been enrolled.

Finish