



Information Technology Services – Email: [HelpDesk@cw.edu](mailto:HelpDesk@cw.edu)  
Phone: 208.562.3444 – Website: [HelpDesk.cw.edu](http://HelpDesk.cw.edu)

## Student – New Student First Time Logon Instructions

**Created:** 11/30/2018

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**Operating System / Version:** Windows 10, macOS

**Application / Version:** logonhelp.cwi.edu

**Hardware Version:** N/A

**Summary:** This is for a student trying to login for the first time. We recommend using Chrome or Firefox.

**Note:** When you update your CWI password, you will also need to update any computing device that may be using your old password to sign in to CWI apps. These devices include, laptops, tablets and mobile phones. With these devices, you would have some point used them to access your CWI email accounts and or the CWI WIFI. Any apps on your devices that you use to access CWI email and WIFI (and possibly other accesses) that store your passwords must be updated with your newest password or they will continue to attempt to sign in with the old, incorrect password and will inevitably lock your account. \*\* 5 failed login attempts result in your account being locked out for 30 minutes.

### Steps-to-Take:

1. Go to <http://logonhelp.cwi.edu>. Click on the button "Enroll."
2. Enter your new-student username and password. The username will be your first and last name together (e.g. "JohnSmith"). If you indicated a preferred name when applying for admission, this will be used in place (e.g. "MikeAnderson" instead of "MichaelAnderson").
3. Your password will be your first name initial + last name initial + 'logon' + last 4 of your SSN. (ex. John Smith with the last 4 of his SSN being 1234 → JSlogon1234). If you did not give your social/SSN when you registered with the college, please enter the last 4 digits of your student ID number instead of your SSN. If you do not know the last 4 of your student ID number, please call the help desk at 208-562-3444.
4. As soon as you successfully Enroll it will prompt you to create security questions. These are the questions you will need to answer, in order to reset the password on your own in the future, for this website. Your responses here are case sensitive. This means that any capitalization, special characters, letters, or numbers entered will be remembered (i.e. "Password!" is different than "password!" and "P@SSWORD!"). Select Finish when done.

5. Now you will be brought back to the landing page with the 4 options (Enroll, Reset Password, Unlock Account, Change Password). To create a new password, click Reset Password. Enter your username here ("JohnSmith"), and confirm that you are not a robot. It will pick 3 of the questions you created to verify your identity. Answer these, and select Next. Now you may create a new password, respecting the security guidelines that are listed at the top.
6. You have now completed the password reset process! You may now login to CWI systems using your username and password. If you ever have password difficulties, visit <http://logonhelp.cwi.edu> and select an option to reset your password.

**Note:** You will need to go to <http://logonhelp.cwi.edu> and select Enroll before you can login to MyCWI, Blackboard or your student Email. If you have any issues logging on you will need to call the Help Desk at 208-562-3444.

In the future when you change your password you'll need to be sure to update that password on all devices you use to login to any of your CWI accounts. Five (5) unsuccessful login attempts will lock your account for 30 minutes. Most of the time the culprit of the locked account is an app attempting to update information and still using the old password.