STEP 1

CSI NEW ACCOUNT SET UP – FIRST TIME INITIAL STUDENT LOG IN. Use this guide to set up your CSI account correctly and get the most out of the technology we provide.

HELPFUL HINTS

- Log in with the Username and Password in your Welcome Home email. Your email format will be user@csi.edu, and your password format will be MMDDYYYYMMDDYYYY. For example, if your birthday is December 25, 2005, your initial password will be 1225200512252005.

- You can only log in with the default MMDDYYYYMMDDYYYY password one time.

- Have your phone handy and, get on any computer. A Windows PC is preferable, however, with MAC, be sure to use Edge or Chrome browsers. Safari may be used with MAC as long as Private Relay is turned off.

- When logging in the first time, an "Update Password" pop up will display. You will need to update your password to a minimum of 14 characters. A pop up will then display letting you know that "More Information is Needed". This will walk you through the Self-Service Password Reset, or SSPR, for Security Verification, sometimes called MFA or Multi-Factor Authentication. You will have the option to skip this step for up to two weeks, however, DO NOT SKIP THIS OPTION. If you fail to complete this process, you will be unable to log in after two weeks. We HIGHLY RECOMMEND taking care of this on your first initial log in.

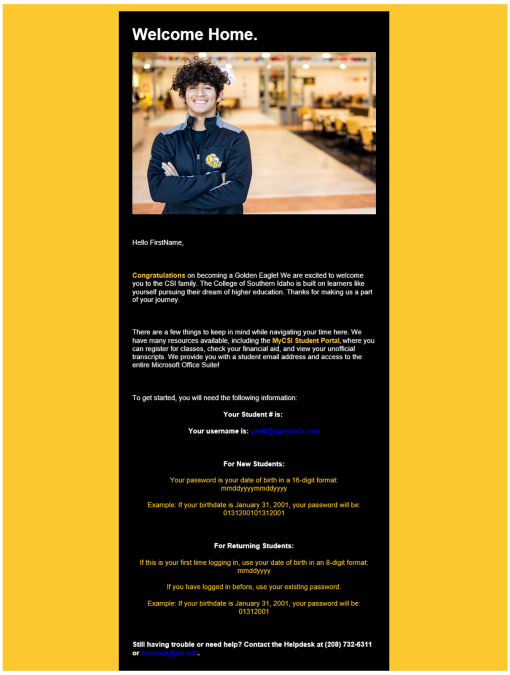
- If you didn't receive your Welcome Home email or need technical assistance at any time, please email the IT Helpdesk at helpdesk@csi.edu or call them at 208-732-6311. If you are having issues logging in, we highly recommend calling the help desk rather than emailing.

- Please keep in mind, when calling the IT Helpdesk, they will always verify your identity.

- Scroll down to begin.

STEP 2

After your CSI application has been processed, you will receive a "Welcome Home, Golden Eagle" email. This email will contain your email and password. You will need this information to log in. Please see example below.



Welcome Home.

Hello FirstName,

Congratulations on becoming a Golden Eagle! We are excited to welcome you to the CSI family. The College of Southern Idaho is built on learners like yourself pursuing their dream of higher education. Thanks for making us a part of your journey.

There are a few things to keep in mind while navigating your time here. We have many resources available, including the MyCSI Student Portal, where you can register for classes, check your financial aid, and view your unofficial transcripts. We provide you with a student email address and access to the entire Microsoft Office Suite!

To get started, you will need the following information:

Your Student # is:

Your username is: yoda@spicysoda.com

For New Students:

Your password is your date of birth in a 16-digit format: mmddyyyymmddyyyy

Example: If your birthdate is January 31, 2001, your password will be: 0131200101312001

For Returning Students:

If this is your first time logging in, use your date of birth in an 8-digit format: mmddyyyy

If you have logged in before, use your existing password.

Example: If your birthdate is January 31, 2001, your password will be: 01312001

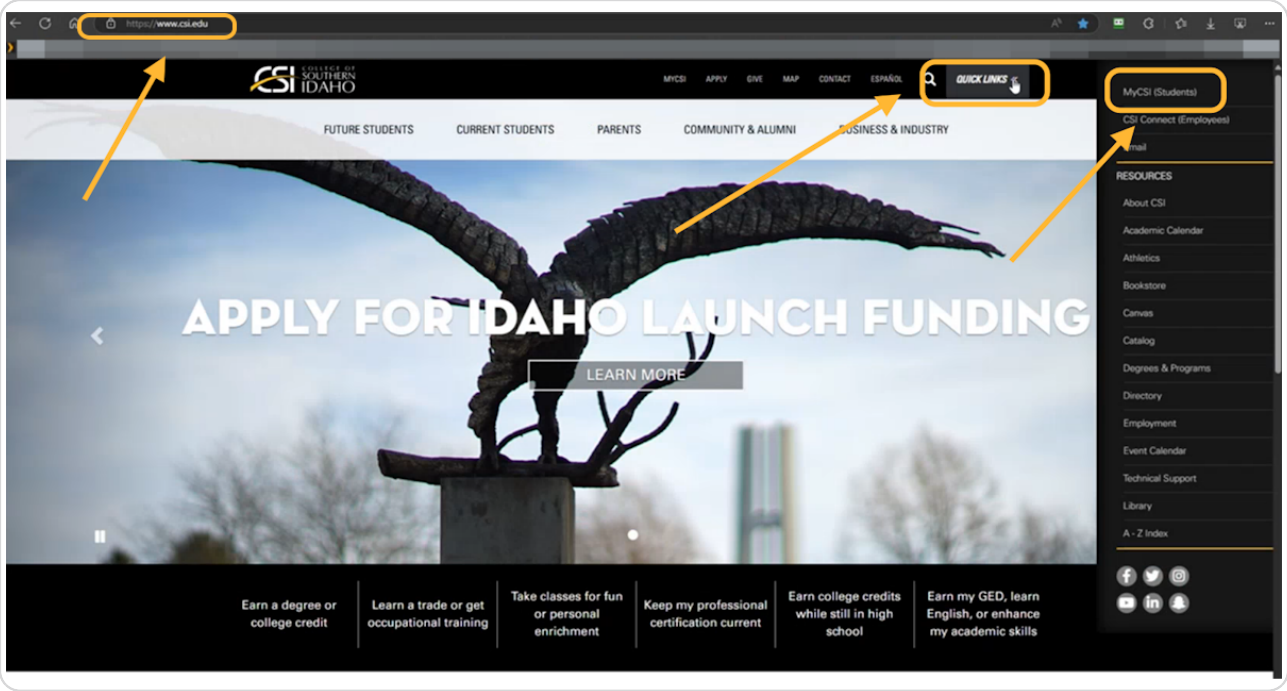
Still having trouble or need help? Contact the Helpdesk at (208) 732-6311 or helpdesk@csi.edu.

To begin your initial log in, you have 3 options. This instructional guide will walk you through Option 1.

1. Go to www.csi.edu
2. Click the MyCSI Student Portal link in your Welcome Email.
3. Go to portal.office.com

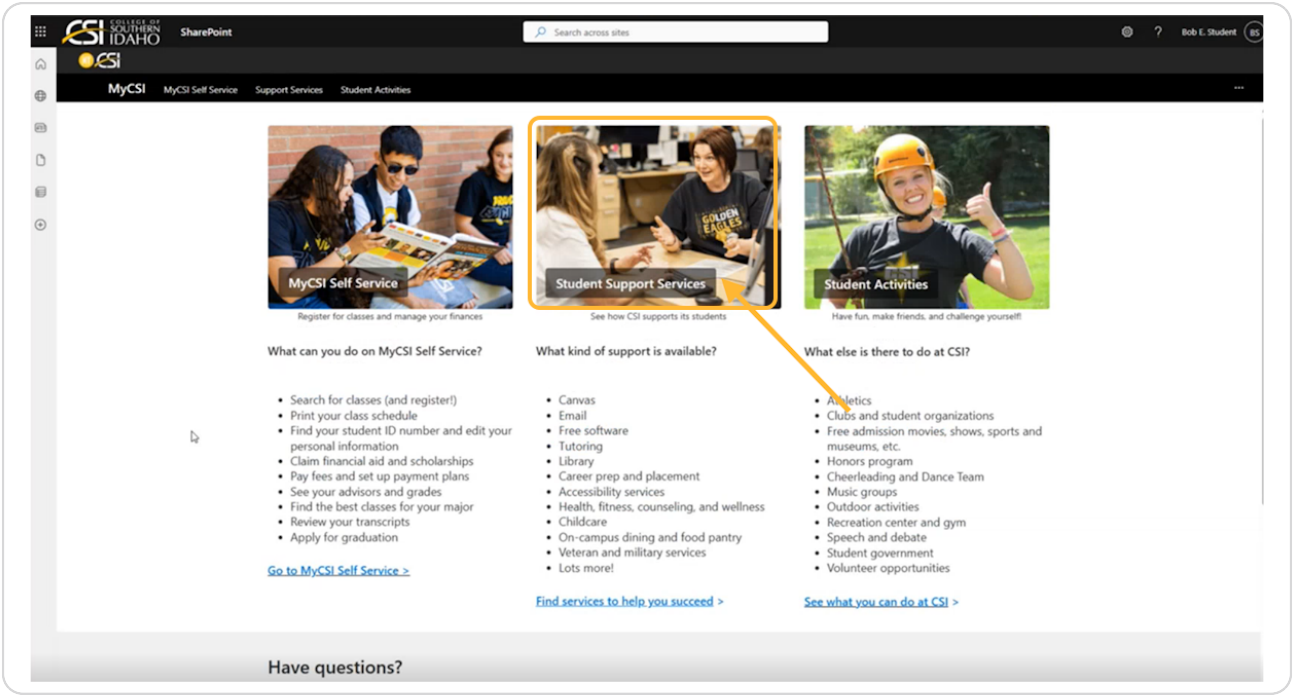
STEP 3

To access the Microsoft Sign In page you can navigate to the CSI homepage at www.csi.edu, click QUICK LINKS, click MyCSI (Students).



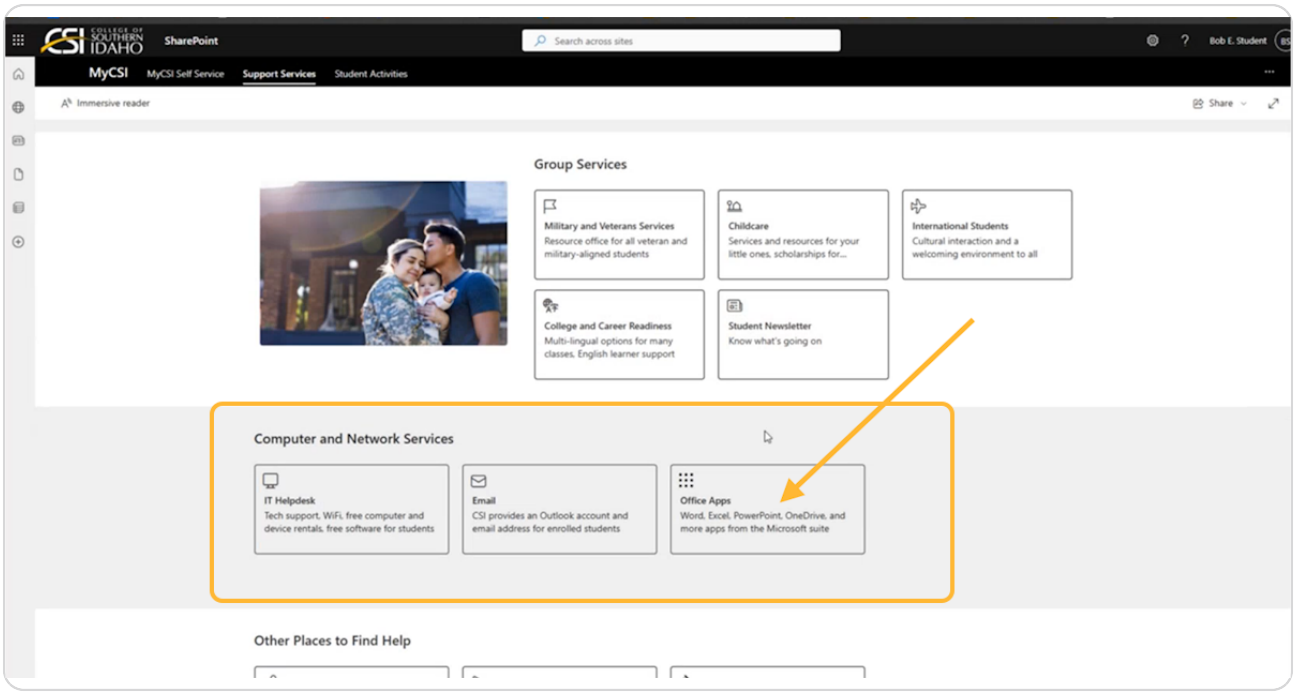
STEP 4

You may be automatically directed to the Microsoft Sign In page. Skip to Step 6. If you are not directed to the Microsoft Sign In, click Student Support Services.



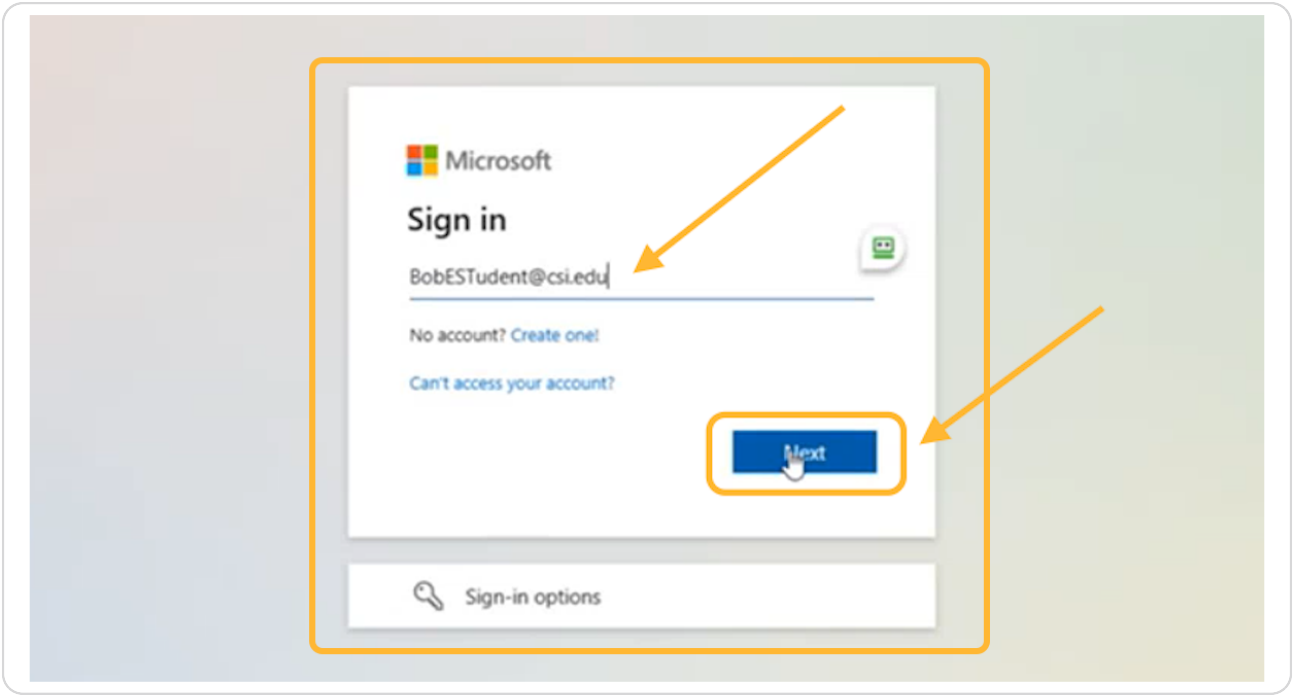
STEP 5

You will be directed to Support Services, scroll down to Computer and Network Services. Click Office Apps.



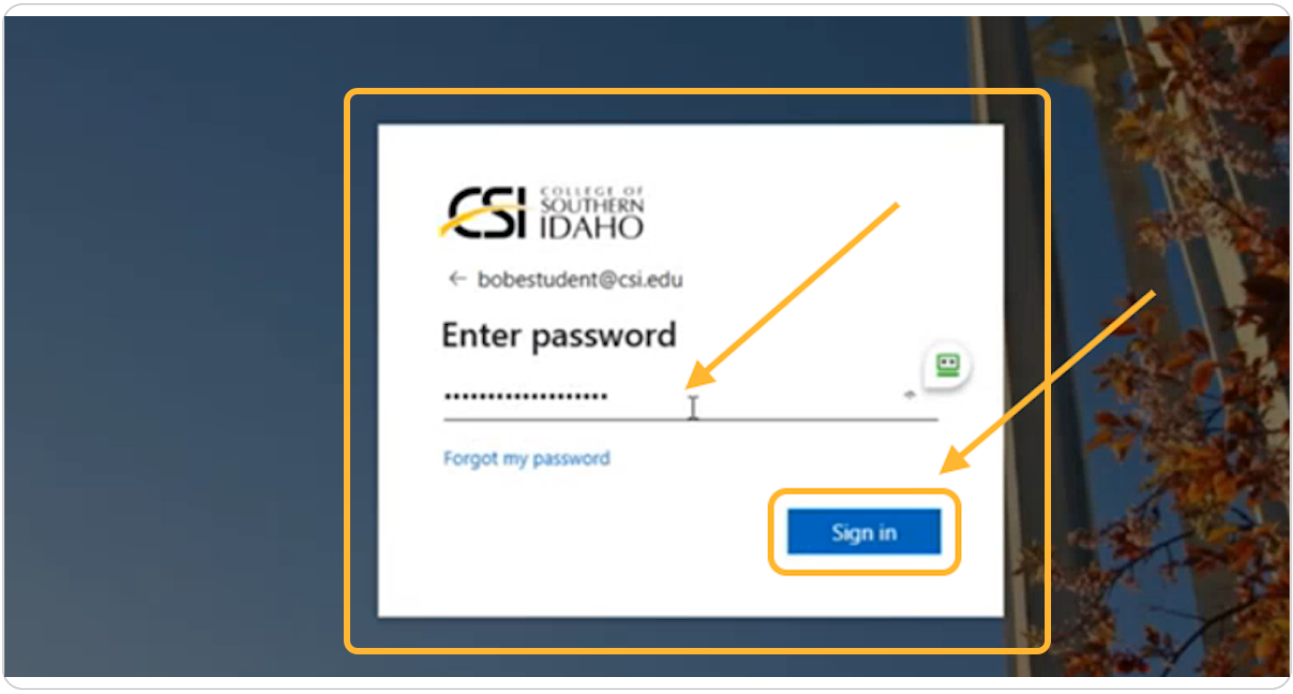
STEP 6

You will then be directed to the Microsoft Office Sign In page. Enter your CSI email from your Welcome Email. For this example, we will use BobEStudent@csi.edu. Click Next.



STEP 7

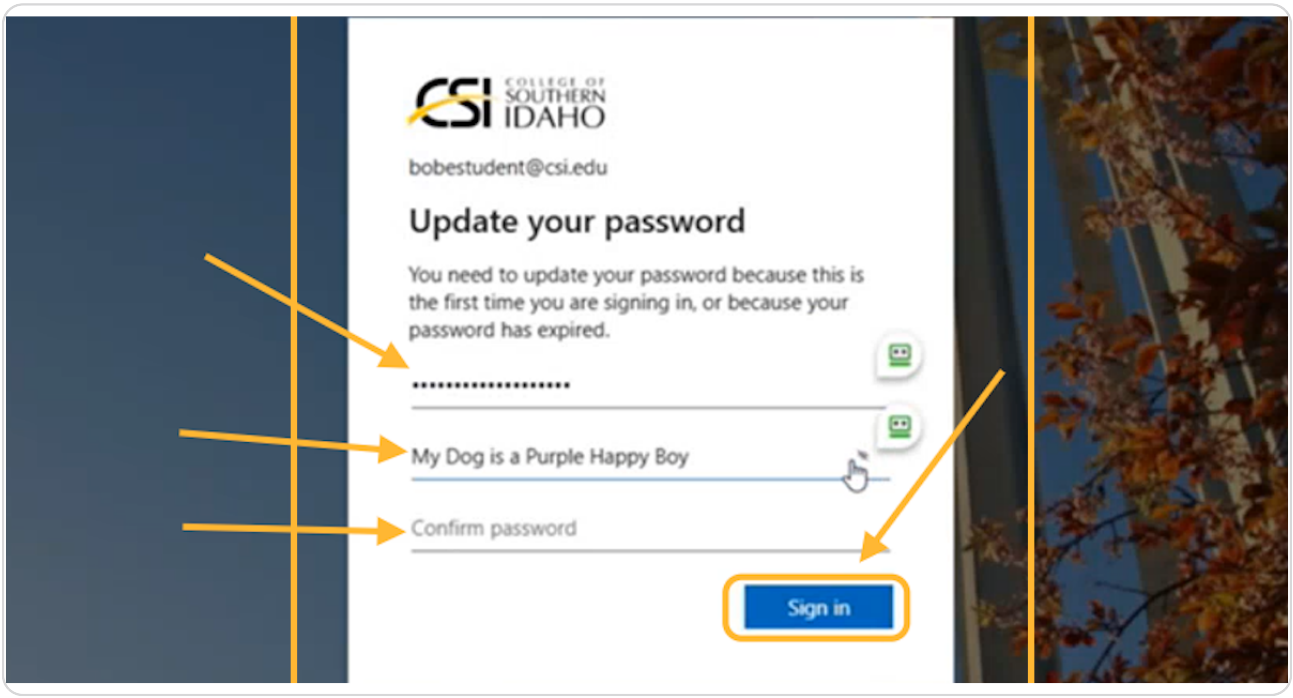
Enter your password that was given to you in your Welcome Email. Your initial password is your birthdate entered twice in the following format: MMDDYYYYMMDDYYYY. Then click Sign In. For example, if your birthday is December 25, 2005, your password will be 12252005122252005.



STEP 8

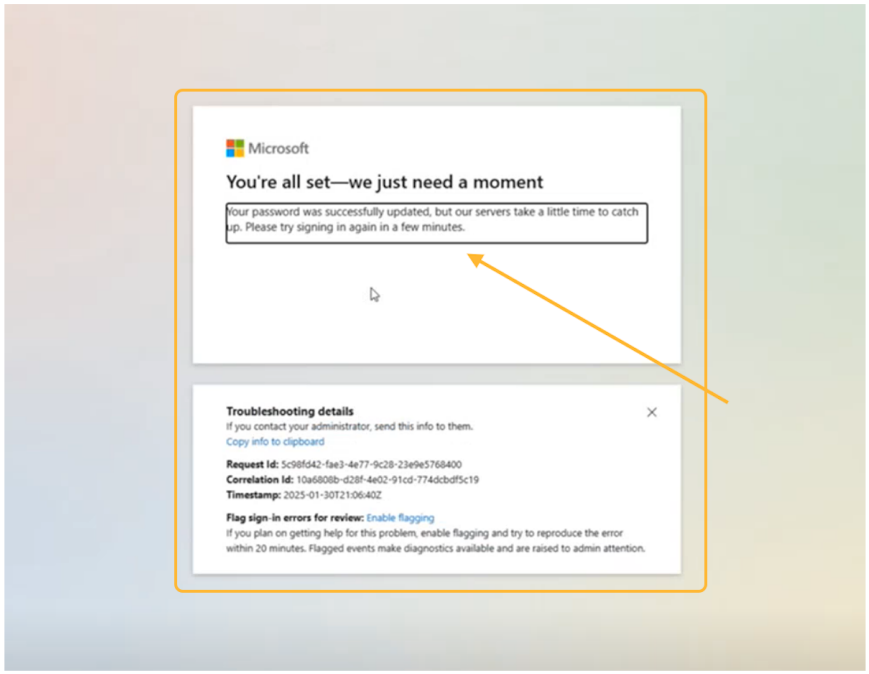
You will be directed to Update Your Password. Enter your initial password: MMDDYYYYMMDDYYYY. Enter a new password. Password will need to be a minimum of 14 characters. Enter and confirm password. Click Sign In.

PLEASE NOTE: We recommend using a passphrase password that is unique to you and easy to remember so you don't need to write it down. See the example below, "My Dog is a Purple Happy Boy".



STEP 9

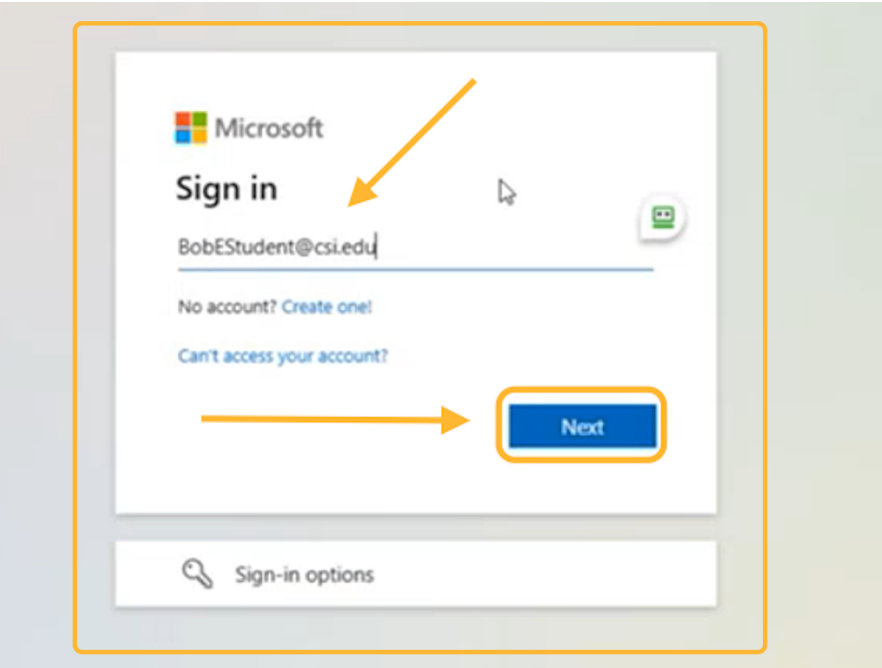
A password reset confirmation screen will display. PLEASE NOTE: It may take a few minutes for the system to update. Once everything updates, you will need to navigate back to portal.office.com and log back into the system.



Navigate back to portal.office.com.

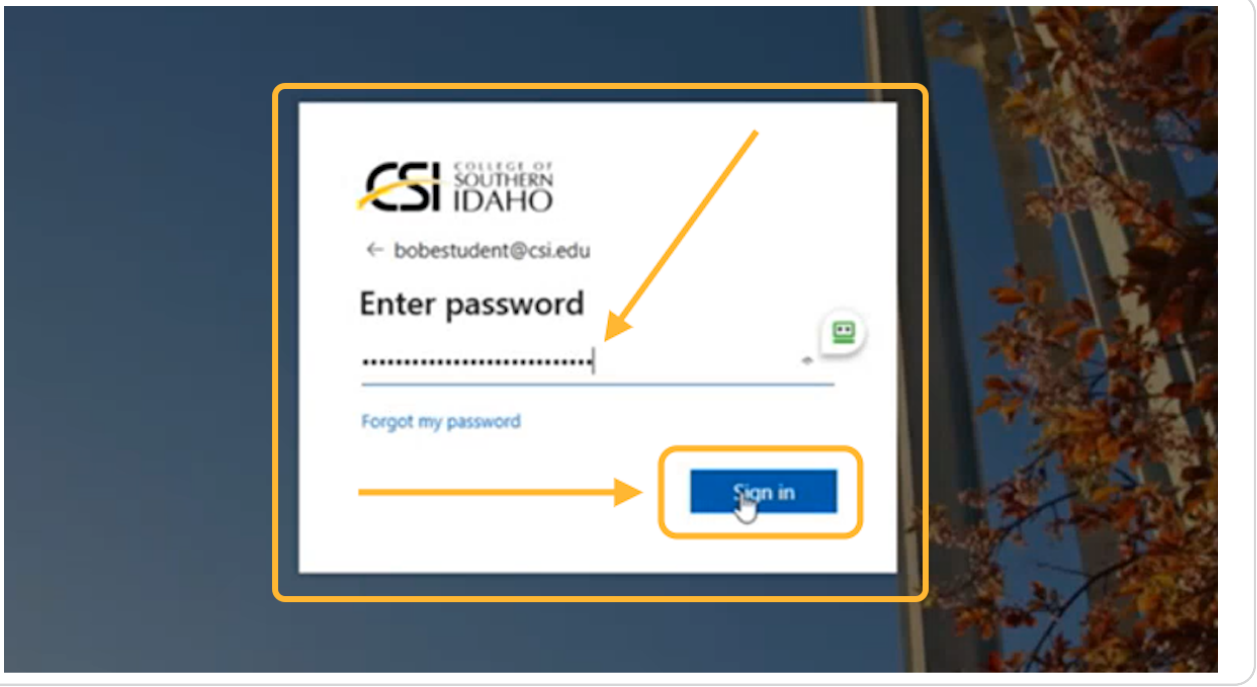
STEP 10

Enter your CSI email. For this example, we will use BobEStudent@csi.edu. Click Next.



STEP 11

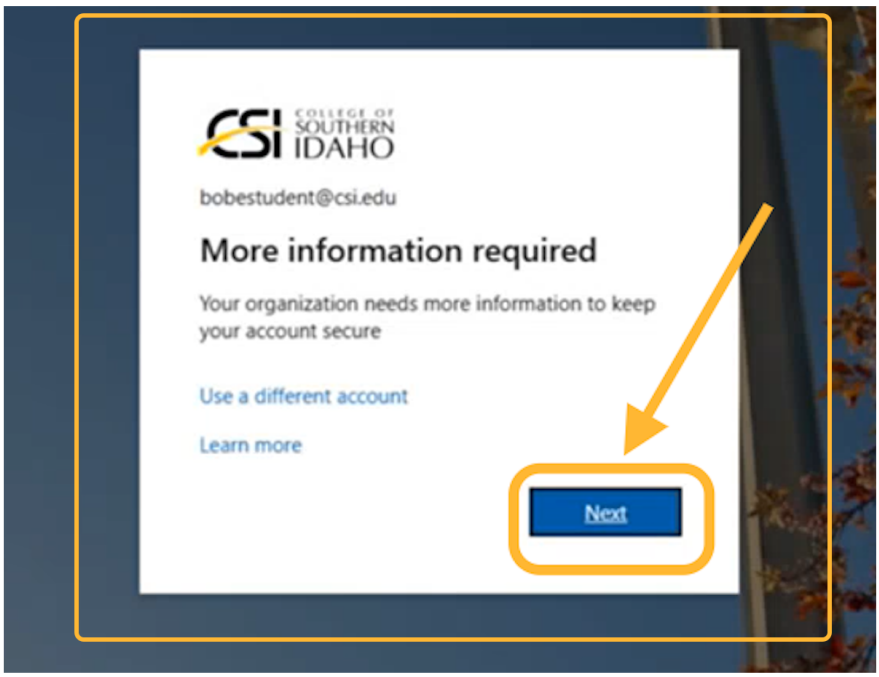
Enter your newly created passphrase password. Click Sign In.



STEP 12

A "More Information Required" pop up box will display. This next step will allow you to set up self-service and enable your password reset (SSPR). This will allow you to complete your own password reset if you forget your password. Click Next.

PLEASE NOTE: DO NOT SKIP THIS STEP! Please keep going! If you don't complete this process within 2 weeks you will be locked out of the system.

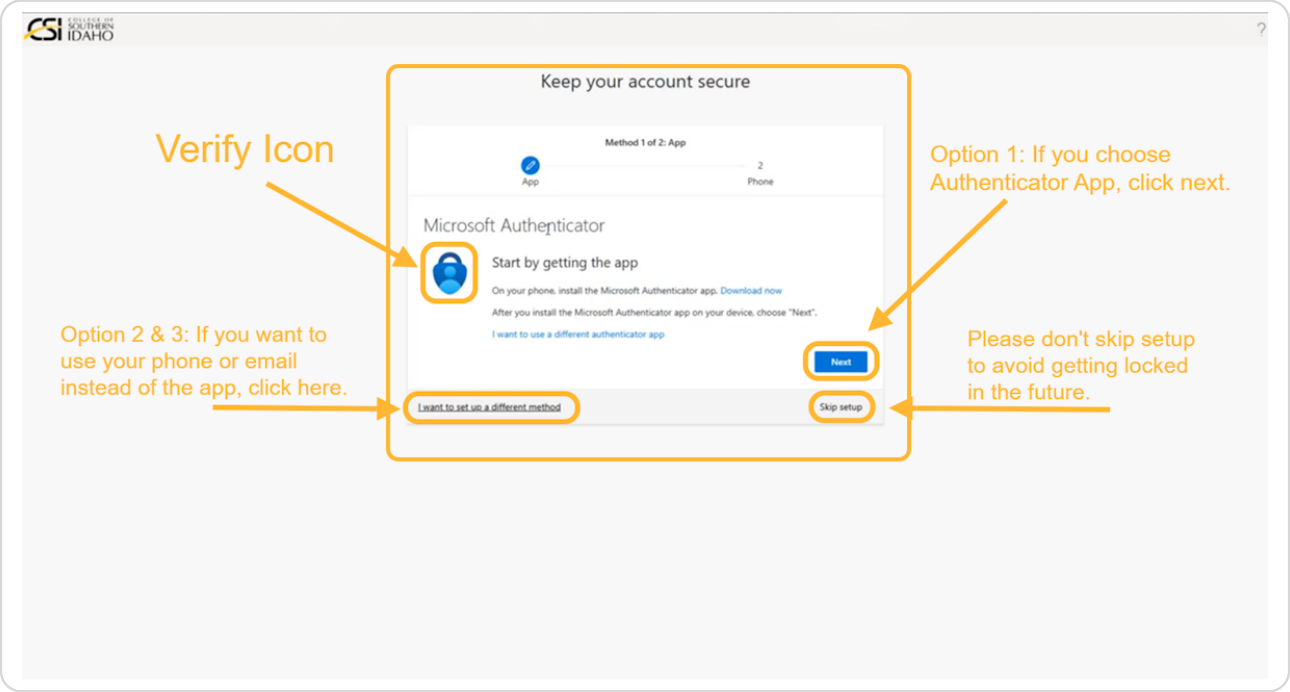


STEP 13

To help keep your account secure, there are several options when setting up Multi-Factor Identification (MFA). Option 1) Microsoft Authenticator App (Most Secure & Safe), Option 2) Phone, Option 3) Email, & Option 4) Hardware Token (Not Recommended). 2 methods are required.

Option 1 - Microsoft Authenticator App method is displayed below. This is an App you will download on your phone, and it is available in the App Store. Please look for and verify the Microsoft Icon shown below because there are many fakes out there. If you want to use this method, click "Next" and you will be guided through the appropriate steps.

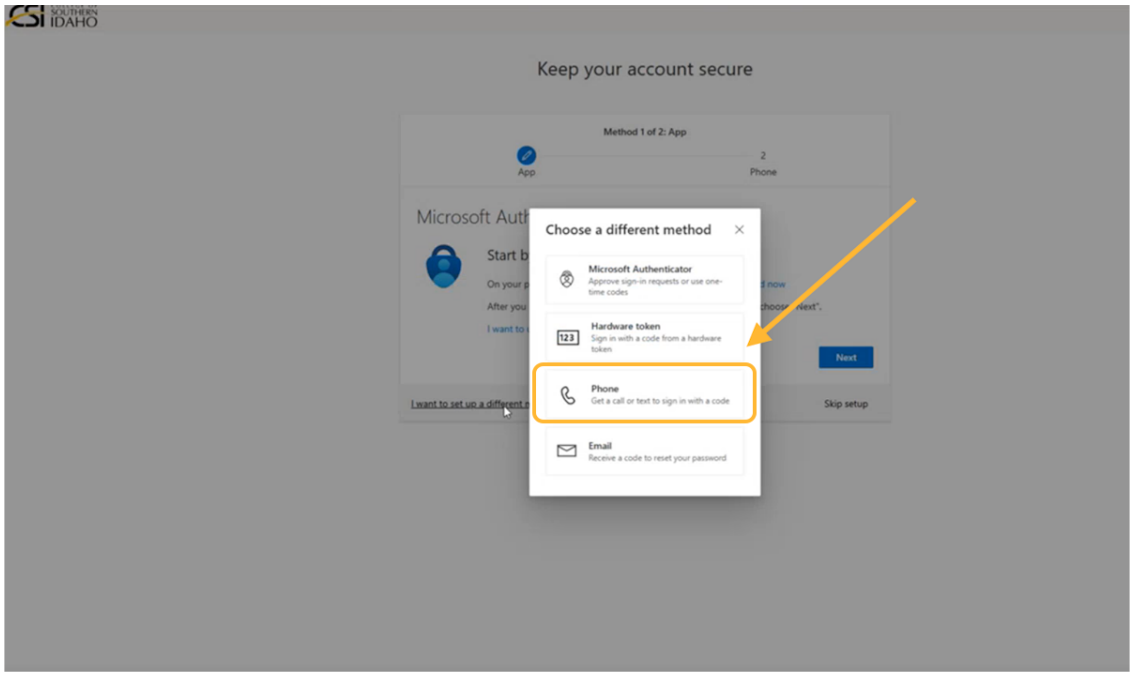
Option 2 & 3 - Phone & Email. If you want to use option 2 or 3, click "I want to set up a different method".



STEP 14

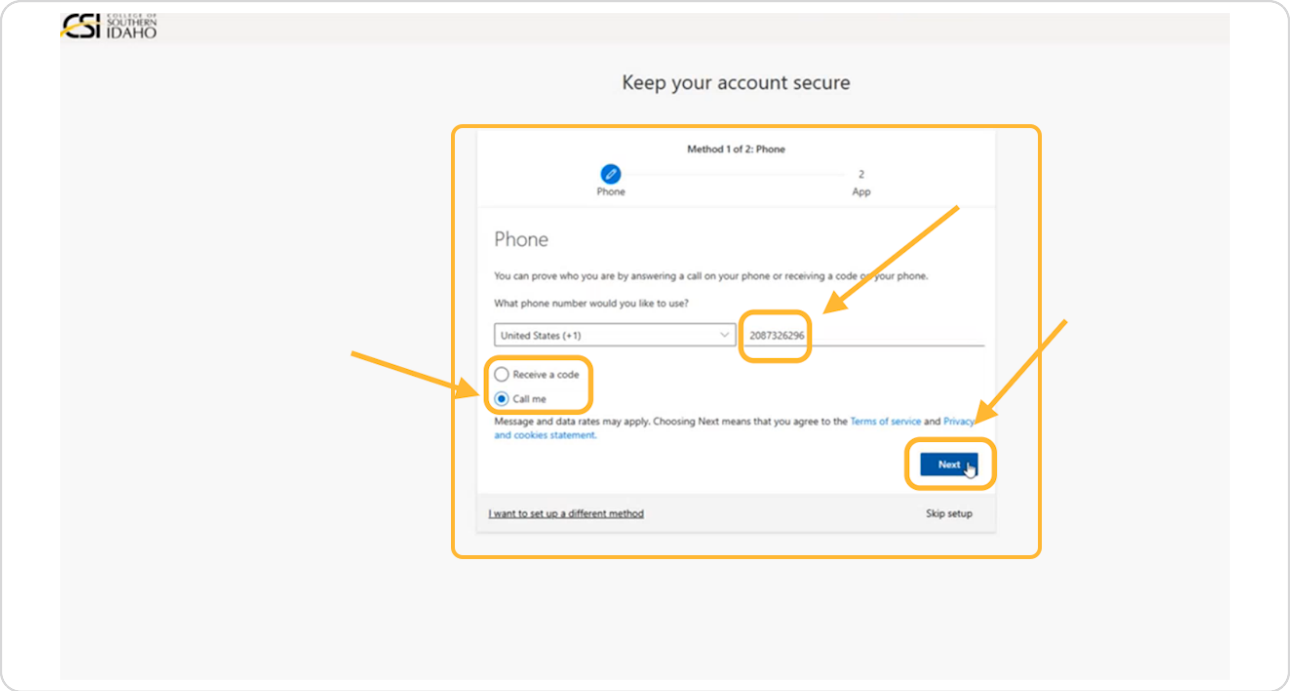
You will be directed to select a different method. There are several options available. For this example, select "Phone".

PLEASE KEEP GOING! Do not click "Skip Setup". If you don't complete this process within 2 weeks you will be locked out of the system.



STEP 15

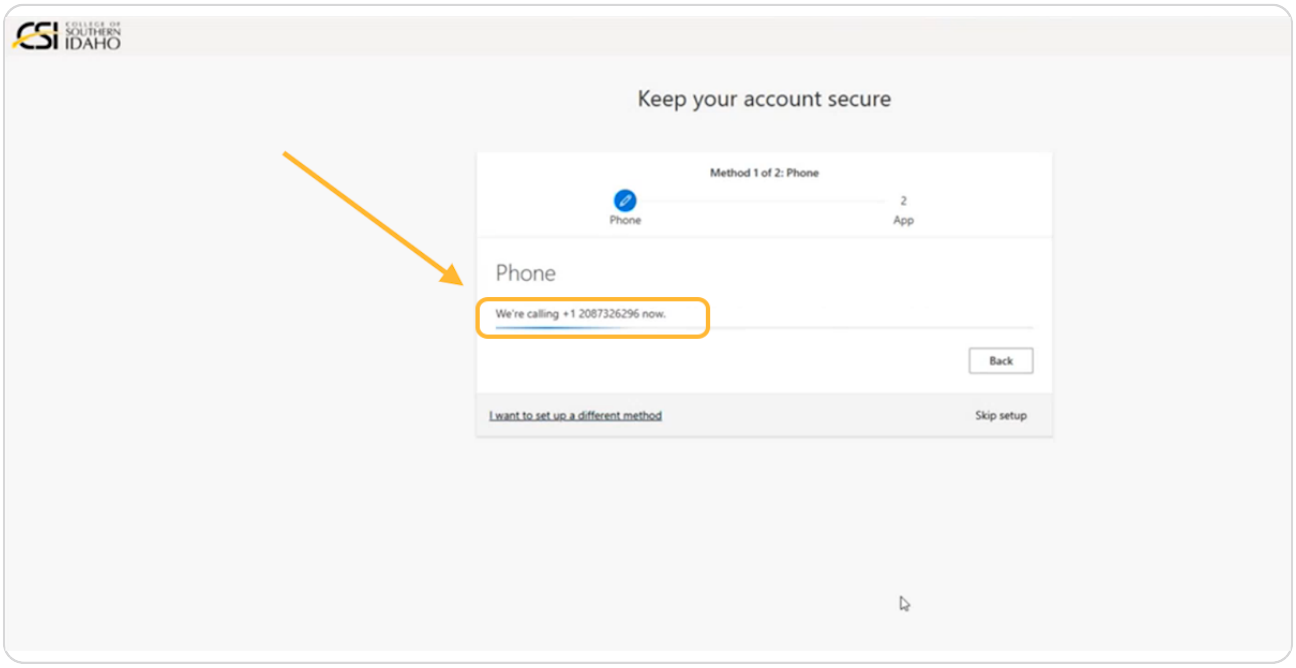
You can select to "Receive a code" by text or you can select "Call me" to receive a code by phone call. For this example, select, "Call me" and enter a phone number. Then click Next.



STEP 16

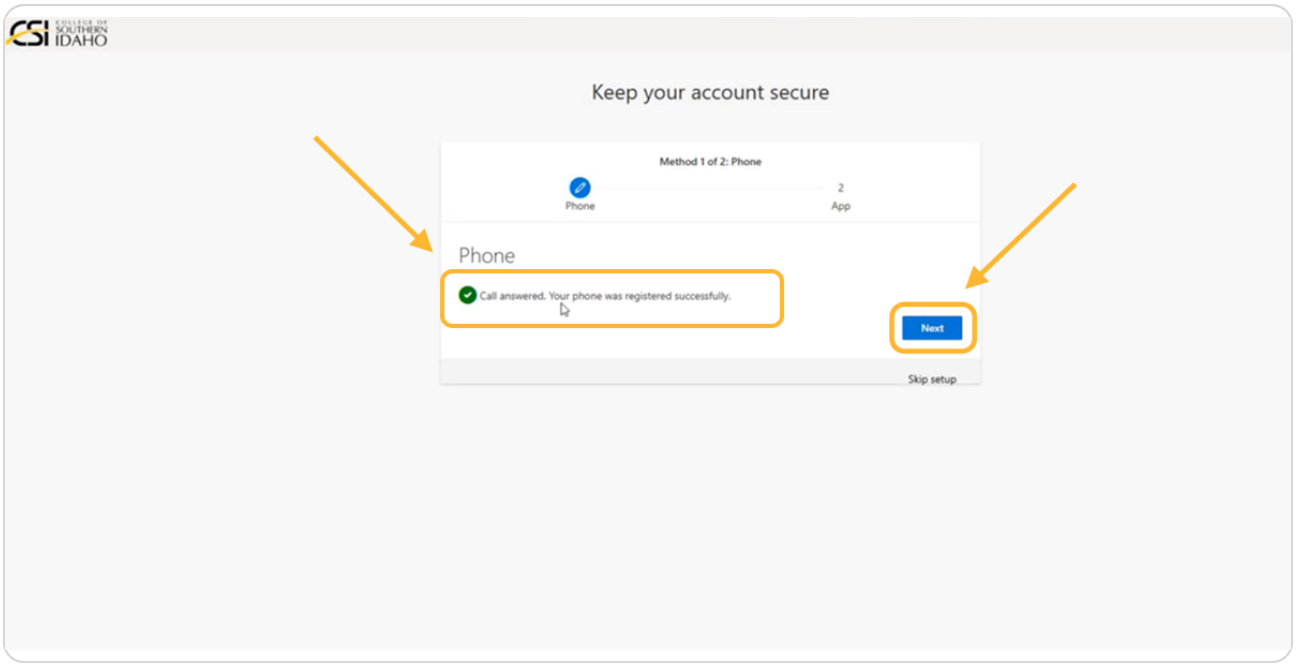
The system will verify the phone number by calling the number entered. You will need to answer the phone call and approve.

PLEASE NOTE: There will be a verification process for any method you choose.



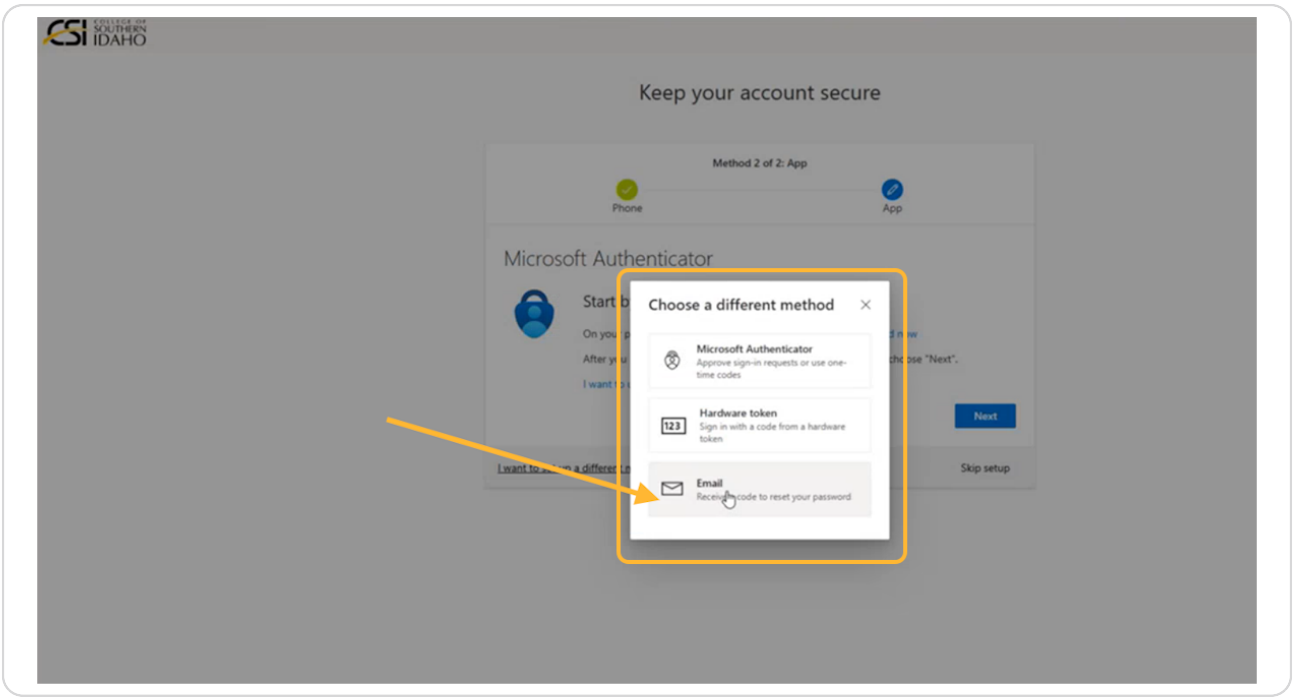
STEP 17

The system will update and indicate the call was answered and your phone is registered successfully. Click Next.



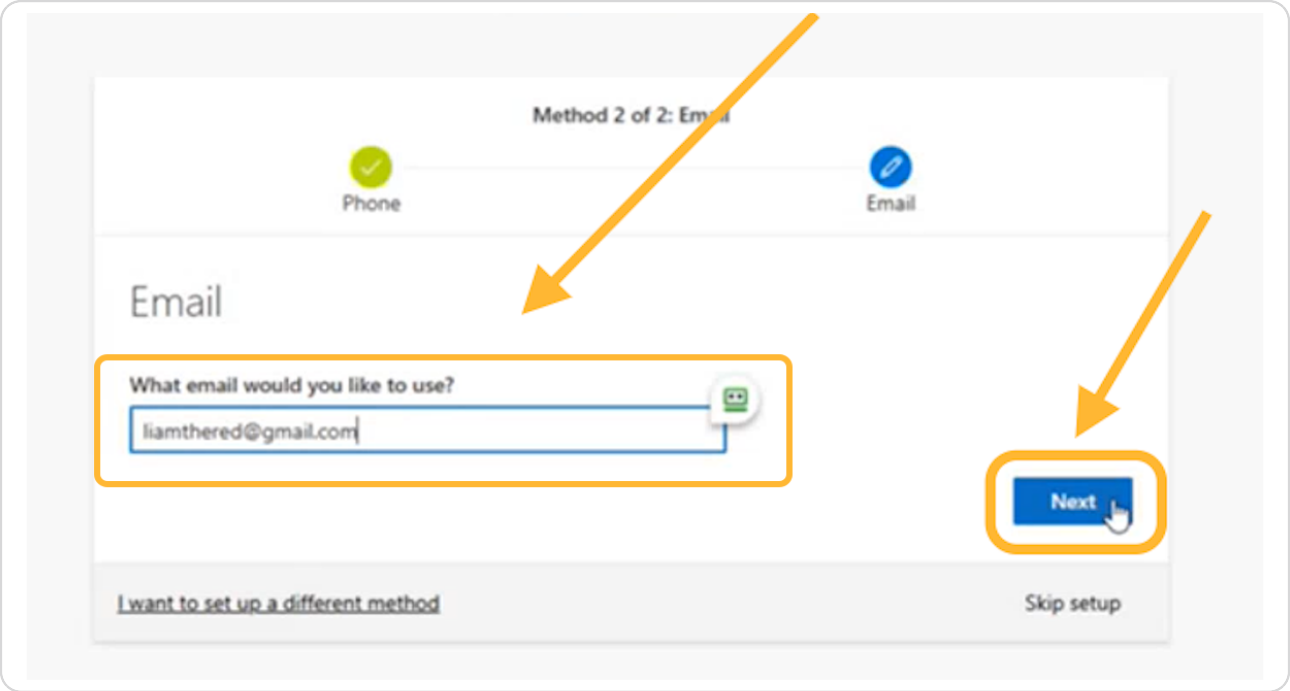
STEP 18

The system will direct you to set up your 2nd method. Remember, 2 methods are required. You must complete this step. For this example, click Email.



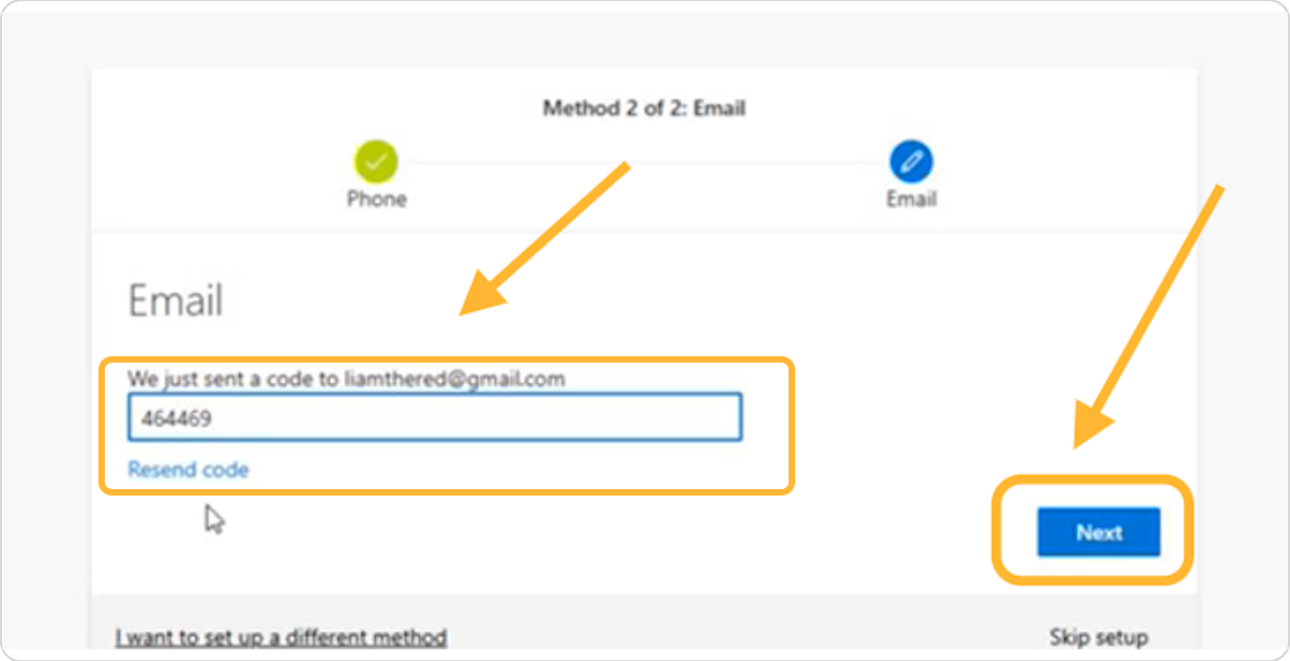
STEP 19

The system will require you to enter a NON-CSI email account as a back-up. If you do not have a NON-CSI email account, you will need to select a different method. For this example, enter your NON-CSI email and click Next.



STEP 20

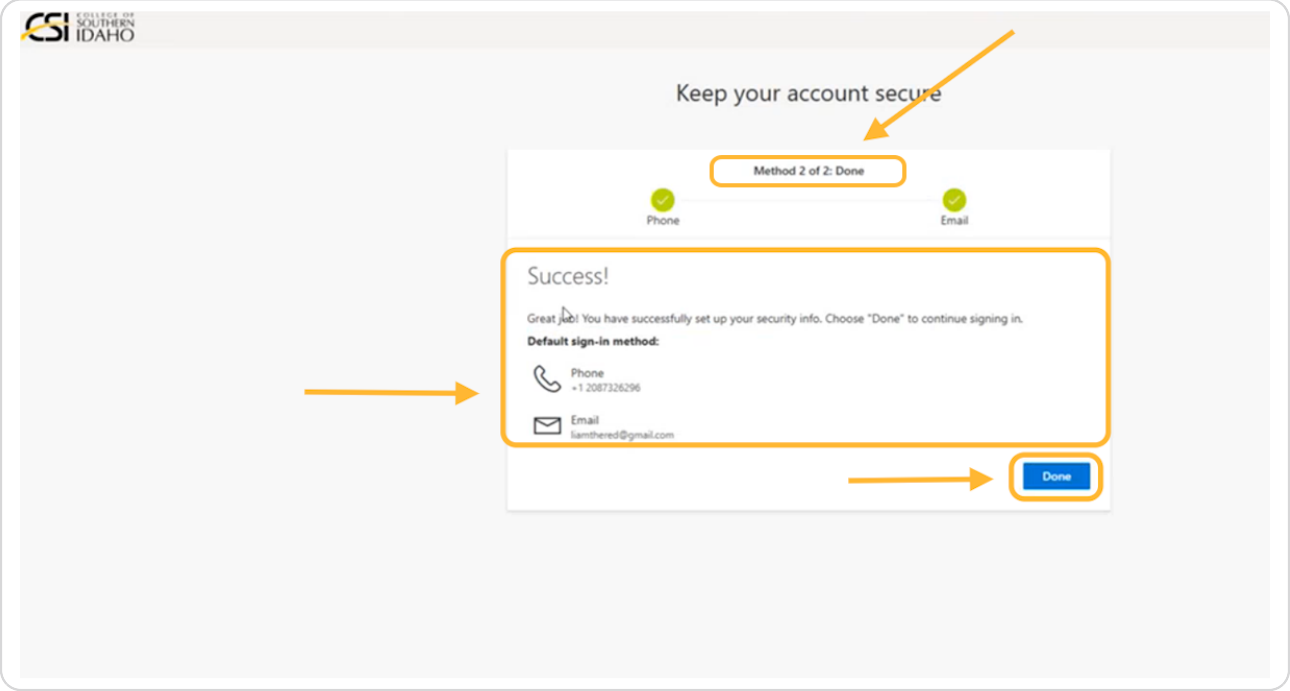
The system will send a code to your NON-CSI email for verification purposes. Enter the code, click Next.



STEP 21

The system will indicate that you have successfully set up 2 methods for Multi-Factor Identification (MFA). The 2 methods are listed along with the phone number and email. Click Done.

PLEASE NOTE: This process will need to be completed within 2 weeks of your initial log in, or you will be locked out of the system. Thank you for taking the steps to keep your account more secure.

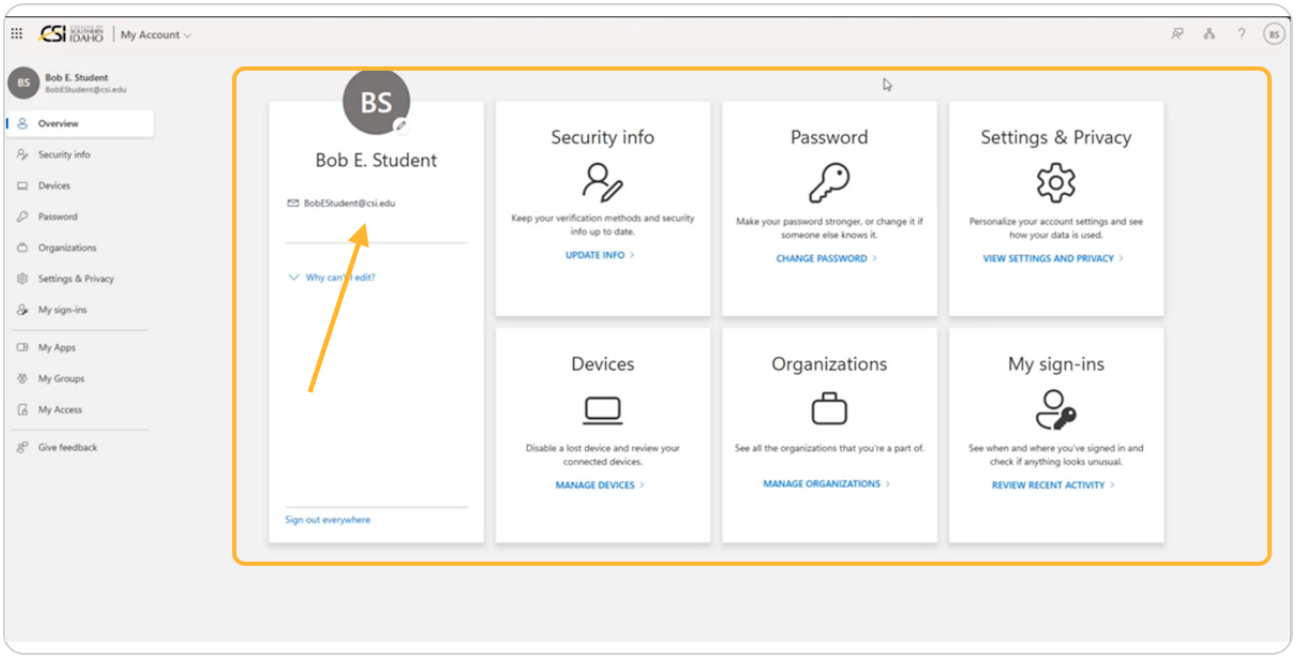


STEP 22

You will be directed back to your CSI My Account homepage. Congratulations! You have successfully set up Self-Service Password Reset (SSPR) & Multi-Factor Authentication (MFA). We recommend bookmarking this page for future reference.

Your CSI account is more secure, and you will now have the ability to reset your password if needed.

If you have questions about your CSI email, password or need technical support, please reach out to the IT Help Desk at helpdesk@csi.edu or 208-732-6311. We are here to help you. Thank you!



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