

## CIIS Financial Aid Online – Login Procedures

To access your financial aid awards online, there are two methods:

- a) Go to <https://finaid.ciis.edu>
- or
- b) Go to [MyCIIS](#) | click on **Financial Aid** tab | on left side of your screen, click on **My FinAid Online Account**

When you're in your financial aid online account, you may accept/decline and view your financial aid awards. You will fall under one of two categories when logging onto your account:

**First Time User:** If you have **NEVER** logged onto your account.

**Note:** If you have already entered your student ID to “test” your account and didn’t enter actually complete the login process, you are no longer a “First Time User”

**Continuing\*:** if you have previously logged onto your account

\*Scroll down to **Page 3** on **“Forgot Your PIN?”**

### FIRST TIME USER

LOG IN

Student ID:  \*

PIN:

Submit

[Forgot your PIN?](#)

[First Time User](#)

1a

Office hours

Mondays-Thursdays 9-5PM

Fridays 11-6PM

1a) Click on “First Time User” (see above)



- Home
- Apply Online
- Your Awards
- Your Documents
- Messages
- Your Loans
- Your Loan History
- Forms

### Activate Your Account

Enter Your Student ID:

1b

1c

- 1b) Enter your Student ID
- 1c) Click the  button

**NOTE: IF YOU HAVE REACHED THE BELOW SCREEN, YOU ARE NO LONGER A "FIRST TIME USER," AND YOU MUST COMPLETE THE ENTIRE BELOW PROCESS TO AVOID BEING LOCKED OUT – EVEN IF YOU OPT TO CLICK THE  BUTTON BELOW.**



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### Update Your Account

#### Security Questions

Please select and answer two security questions. We will ask you to answer these questions if you forget your PIN.

Question 1:  
  **2**

Answer 1:

Question 2:  
  **3**

Answer 2:

#### Change PIN

Your PIN must be at least 5 characters in length and cannot contain spaces

Enter Your New PIN:  **4**

Confirm Your New PIN:

- 
- 

**5**

2 & 3) Verify your identity by answering Question 1 and 2 from your answers you provided to FAFSA.  
*Note: Remember these questions and answers as you will be prompted in the future to verify your identity if you lock yourself out of your account.*

4) Choose a new PIN (the system is CaSe sensitive).

Then re-enter to confirm your new PIN.

Note: this is **not** to be **confused** with your **FAFSA PIN** **nor** **MyCIS** password.

5) Click the **Submit** button → You return to the Login screen.

A screenshot of a web form titled "LOG IN". It contains two input fields: "Student ID:" and "PIN:". Both fields have a red asterisk icon to their right. Below the fields is a blue "Submit" button. Underneath the button are two links: "Forgot your PIN?" and "First Time User". Three orange arrows with blue numbers point to the form: arrow 6 points to the Student ID field, arrow 7 points to the PIN field, and arrow 8 points to the Submit button.

6) Enter your Student ID

7) Enter your newly created PIN

8) Click the **Submit** button to enter your account.

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### **FORGOT YOUR PIN? (Continuing Students)**

This instructional section is dedicated to students who have previously logged in, but have since forgotten their PIN to regain access to their account.

From the main log in page...

A screenshot of the same "LOG IN" form as above. A green arrow with the number "1a" points to the "Forgot your PIN?" link.

1a) Click on **Forgot your PIN?**

- 2a) Enter your Student ID
- 2b) Then click the **Submit** button



# California Institute of Integral Studies

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CIIS pioneers a unique educational vision.

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### Change Your PIN

Please verify your identity to reset your PIN.

Enter Your Student ID:

**Submit**

2a

2b

- 3a) Verify your identity by responding to the security question you had set up during your first log in.  
Note: Below is a sample identity verification, not the actual one you have previously set up.
- 3b) Then click the **Submit** button



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### Change Your PIN

Please verify your identity to reset your PIN.

#### Please Verify Your Identity

Mother's maiden name

**Submit**

**Cancel**

3a

Note: This is a sample identity Verification question

3b

- 4a) Enter a new PIN of your choice
- 4b) Enter your new PIN again to confirm (it must be exactly as in step 4a)
- 5) Click the **Submit** button. This will take you to the Log in screen.



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### Change Your PIN

Please verify your identity to reset your PIN.

**Change PIN**  
Your PIN must be at least 5 characters in length and cannot contain spaces

Enter Your New PIN:

Confirm Your New PIN:

**Submit** **Cancel**

4a

4b

5