

OneSource Training FAQs

QUESTION	ANSWER
WAITLIST – I was placed on the waitlist for a course, but I never received an email with instructions for the next available course or a confirmation email. What do I do?	<p>All waitlisted registrants were sent an email to register for available courses.</p> <p>For instructor led courses, there are several sessions still available, please contact the IT Service Desk at 713-892-7378 to register today! For web-based training, go to the Technology Solution Center and go to OneSource to view the online courses.</p>
WAITLIST – If you are still waiting / waitlisted, what should they do?	<p>All waitlisted registrants were sent an email to register for available courses.</p> <p>For instructor led courses, there are several sessions still available, please contact the IT Service Desk at 713-892-7378 to register today! For web-based training, go to the Technology Solution Center and go to OneSource to view the online courses.</p>
WAISTLIST – I was waitlisted for a course, but I received an email stating that I was removed from the waitlist. What should I do now?	<p>For instructor led courses, there are several sessions still available, please contact the IT Service Desk at 713-892-7378 to register today! For web-based training, go to the Technology Solution Center and go to OneSource to view the online courses.</p>
REGISTRATION - I have not registered for OneSource training, what should I do?	<p>For instructor led courses, there are several sessions still available, please contact the IT Service Desk at 713-892-7378 to register today! For web-based training, go to the Technology Solution Center and go to OneSource to view the online courses.</p>
COURSE ACCESS - I was sent an email with a link to training, but I cannot open it. What do I do?	<p>To access courses, ensure that you are:</p> <ul style="list-style-type: none"> • Logged into Remote Access / VPN through MyHISD and click on icon for email. • Using Internet Explorer – NO CHROME • Use an actual laptop; NO MOBILE devices <p><i>***If you are still having issues, please contact the IT Service Desk at 713-892-7378.</i></p>
COURSE AVAILABILITY - I registered for several online training courses and received confirmation, but I have not received a link. What should I do?	<p>For web-based training, go to the Technology Solution Center and go to OneSource to take the online courses.</p>
ONLINE SESSION DATE MISSED – I missed my online session date. What do I do?	<p>The dates for the online courses can be disregarded. You can go directly to the Technology Solution Center and go to OneSource to take the online courses.</p>

The IT Service Desk – please route all additional questions and issues to the IT Service Desk (servicedesk@houstonisd.org).