

# Frequently Asked Questions about OnTrack

## **How do I sign in to OnTrack?**

Go to <http://usoe.truenorthlogic.com> and enter your login information. Your username is your firstname.lastname (no spaces and exactly how it appears on your teaching license). Your password is your CACTUS ID number. If you have issues logging in, there are help options available to you on that page.

## **How do I register for a course?**

To access the OnTrack catalog, click on the blue tab titled *Professional Learning*. From here you can:

1. Search for a specific course by entering the known information and clicking *Search*. Click on the course name, scroll to the bottom of the page, and click *Register*  
  
*or*
2. View all courses available to you by selecting *List All*. Click on desired course, , scroll to the bottom of the page, and click *Register*

## **How do I know which courses I am registered for?**

You can view the courses you are registered for by going to the OnTrack homepage (after you have logged in) in the box titled *My Learning Opportunities*.

## **How do I withdraw from a course?**

On the homepage, click on the *Course* button. Next to the course is an *Actions* button. Hover your pointer over this and then click on *Withdraw*.

## **How can I view my transcript?**

You can view your transcript by going to the OnTrack homepage (after you have logged in). Once on the homepage there are two buttons at the bottom of the screen; you will need to click on the button *View My Transcript*.

## **How do I change my email address in OnTrack?**

At the top of the homepage, click on the *My Profile* drop down menu and then click *Edit* on the bottom right of the page. You may change or update your password, email address, demographics, and locations from this page.

## **Why do I need to have current email and location set in OnTrack?**

- Email: OnTrack will send reminders or changes in course dates/times/information; instructors may email participants with specific instructions or what to bring to class
- Location: Some courses are only open to specific locations. If you need to register for this kind of course but you haven't set your school location, you won't be able to see the course.

**How do I access a course survey?**

On the homepage in the bottom right side is a box *My Surveys*. After a course you've registered for has finished, the survey will be available here.