Employee Intranet FAQ

What is the new employee portal?
The new employee portal is the central resource and information center for HISD employees. Here, you'll find important news, tools you need to do your job, and collaboration spaces for individual departments.

How do I get to the new intranet page?
Go to www.houstonisd.org/portal or from www.houstonisd.org, click on the "Employees" header.

Do I need to log into the page each time?
When you are on an HISD network, you will only need to sign on the first time you visit the page using your network log-in information. This is the same user name and password you use to log into your HISD computer. The site will recognize your log-in credentials for future visits on the HISD network. Some applications, however, like eTRAIN and a few others will require a unique log-in and password.

Can I access the page from home?
Yes, go to https://remote.houstonisd.org to use a VPN connection to access from your home or any non-HISD network. Use the same username and password that you use to log into your computer. Currently, the VPN connection works best with the latest version of Internet Explorer. The IT Department is working on compatibility with other browsers.

I liked our employee portal and knew where everything was on the old version. Why are we getting a new one?
The platform on which the old portal was housed, called Vignette, was outdated and unstable. In addition, it inadequately served HISD employees' needs because of its poor navigation and weak search feature.

How is the new employee portal better?
The new intranet site contains several upgrades, including:
- A more robust search feature and streamlined navigation
- Employee news
- Quick links to relevant resources
- Employee directories

Can we expect more changes?
Yes. Phase one involved moving all information on the old employee portal to a more secure and stable system, built with Microsoft's SharePoint software. In the coming months, The Office of Communications and Information Technology will be working together on phase two of the employee portal redesign, which will include the addition of communication and collaboration tools and resources designed to make your job easier and more efficient. Comments, feedback, and suggestions on how to improve the new site can be emailed to info@houstonisd.org

What else can I find on the new site?
Departments that stored information and forms on the old employee portal now have SharePoint pages, which are accessible by all HISD employees. Those same departments also have "collaboration sites" which are only accessible by department employees. Phase two will expand these collaboration sites to all departments.

My department currently houses resources, forms, and other employee content on our Schoolwires department site. Is that ok?
Departments with internal content intended for HISD employees that is currently located on Schoolwires should move all content to a SharePoint collaboration site. For more information, contact the HISD Service Desk at 713-892-7378 or servicedesk@houstonisd.org.

Do I need to log out when I'm done?

If you are using a shared computer, you should log out when you're finished.