



Oak Forest Elementary

Frequently Asked Questions

Q: I picked up a laptop from OFE. How do I log in?

A: Please click [HERE](#) for more information.

Q: I cannot login into Teams (desktop app) from Generic Student User Account.

A: When the desktop app opens, you will notice you are signed in as OAKFESST@online.houstonisd.org. This is the generic account. Logout and sign in using the student's email which is S#####@online.houstonisd.org. This will then take you to the HISD Single Sign On Service page where you will need to type the student's password which is their DOB in MMDDYYYY format.

Q: Windows Defender pops up when clicking on the link to Join a Teams Meeting.

A: Click cancel and everything should work. If an error pops up, then restart the computer and allow ALL windows updates to take place. Log back in and retry the link.

Q: Teams does not let me see more than one person and the chat is not working. The call quality is also choppy and just plain bad.

A: You are using the Teams through your web browser. Please download the app for the desktop by clicking [HERE](#). If you are using a personal iPad or Chromebook, download the app from the App Store or Google Play Store and login to apps with student email (S#####@online.houstonisd.org). District iPads can add the apps from the Self-Service app already installed. District Chromebooks will have to use the Teams app in Office365.

Q: How do I logon to Imagine Learning from a Chromebook, android device, iPad, or MacBook?

A: Click [HERE](#) for more information.

Q: How do I add links to Ancillary classes to my Teams Calendar?

A: Click [HERE](#) for a quick video.