Overview

Welcome to MarketSource! This guide will help you navigate through OneSource and have an effortless training experience. If you have any questions, please do not hesitate to reach out to your manager.

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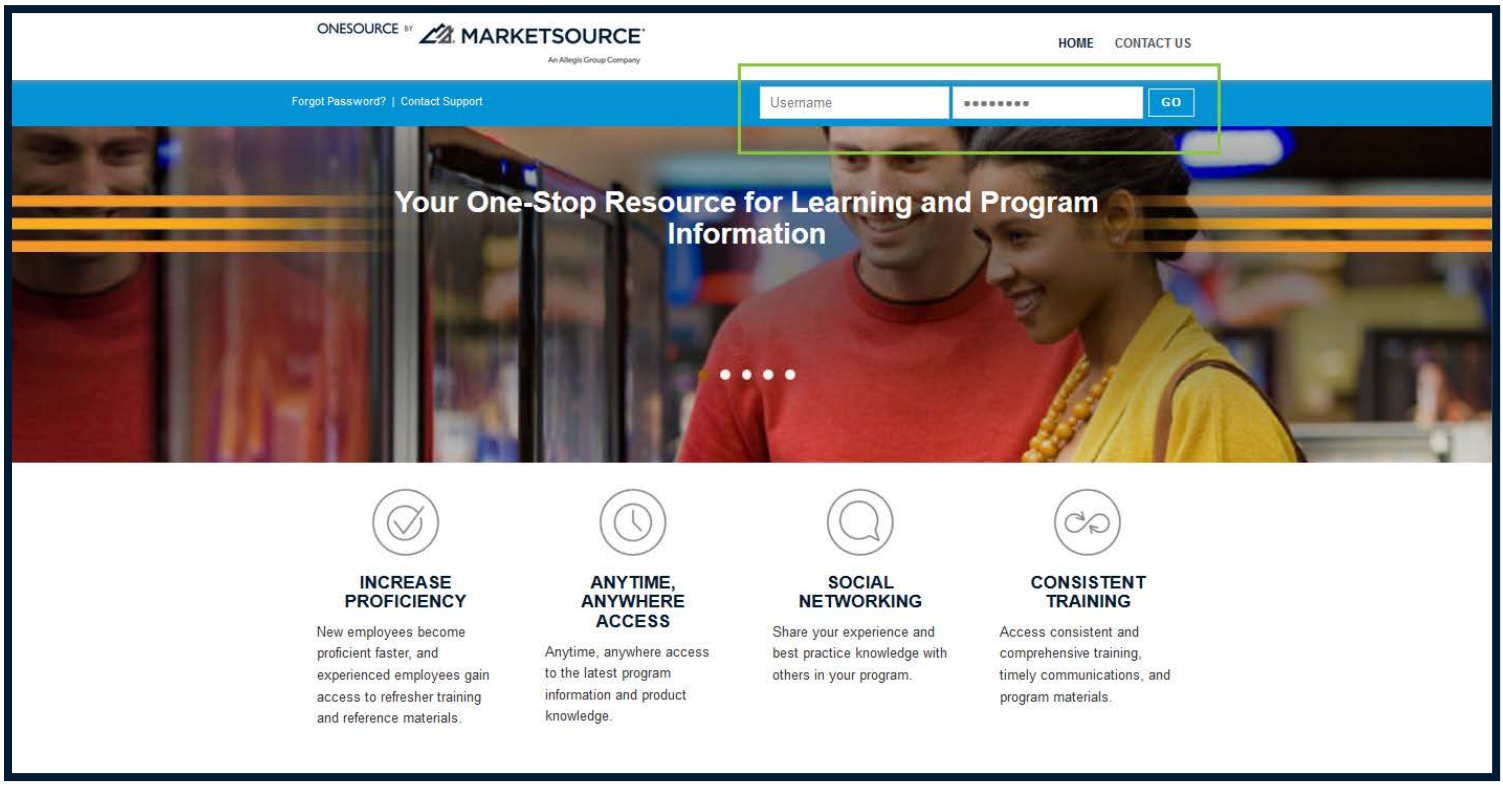
Login Information

1. Use the login credentials you received in your welcome email to log in to OneSource.
2. **You cannot change or reset your password.** The CSD/Help Desk will update your password.
3. If your credentials are not working, contact the CSD/Help Desk at (800) 416-6505 or by email at support@marketsource.net.

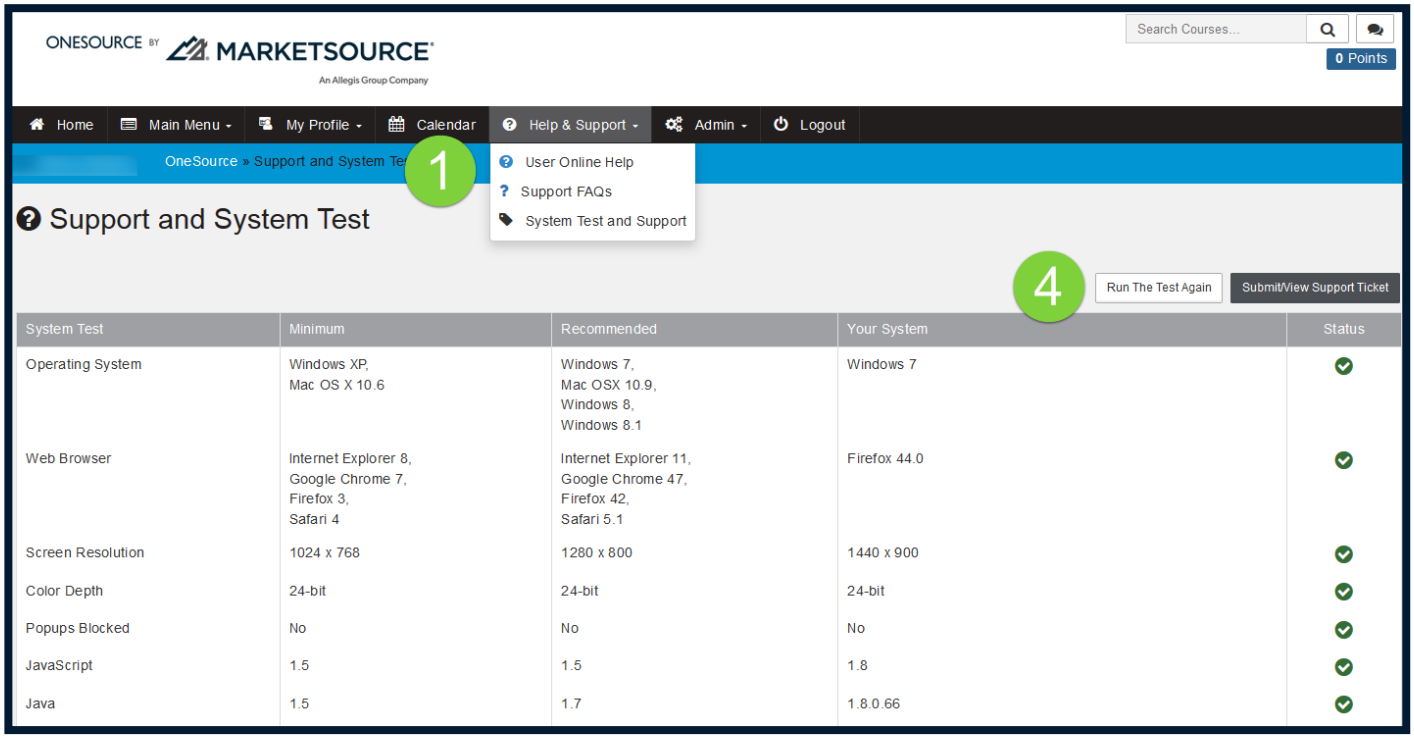


Technical Issues

If you experience an issue accessing the OneSource site or course content, please do the following:

1. After logging into OneSource, confirm that your device meets the minimum system requirements. If the system test does not automatically run, select the **System Test and Support** link under the **Help & Support** tab.
2. Try using a different browser [e.g., Internet Explorer, FireFox, Chrome, Safari, etc.].
3. Attempt to access from another computer or device.
4. Log an issue directly through OneSource. On the **Support & System Test** page, click **Submit/View Support Ticket**, and then follow the prompts.

NOTE: The MarketSource CSD/Help Desk cannot assist with issues accessing the site on personal mobile devices.



Navigation

- *Sample navigation screen on page 5.*

1. **MENU BAR**
   - **Main Menu:** Take the OneSource survey and tell us your experience with the system.
   - **My Profile:** View your learning history and profile overview.
   - **Help & Support:** Use this tab to troubleshoot technical issues **before** contacting the help desk.

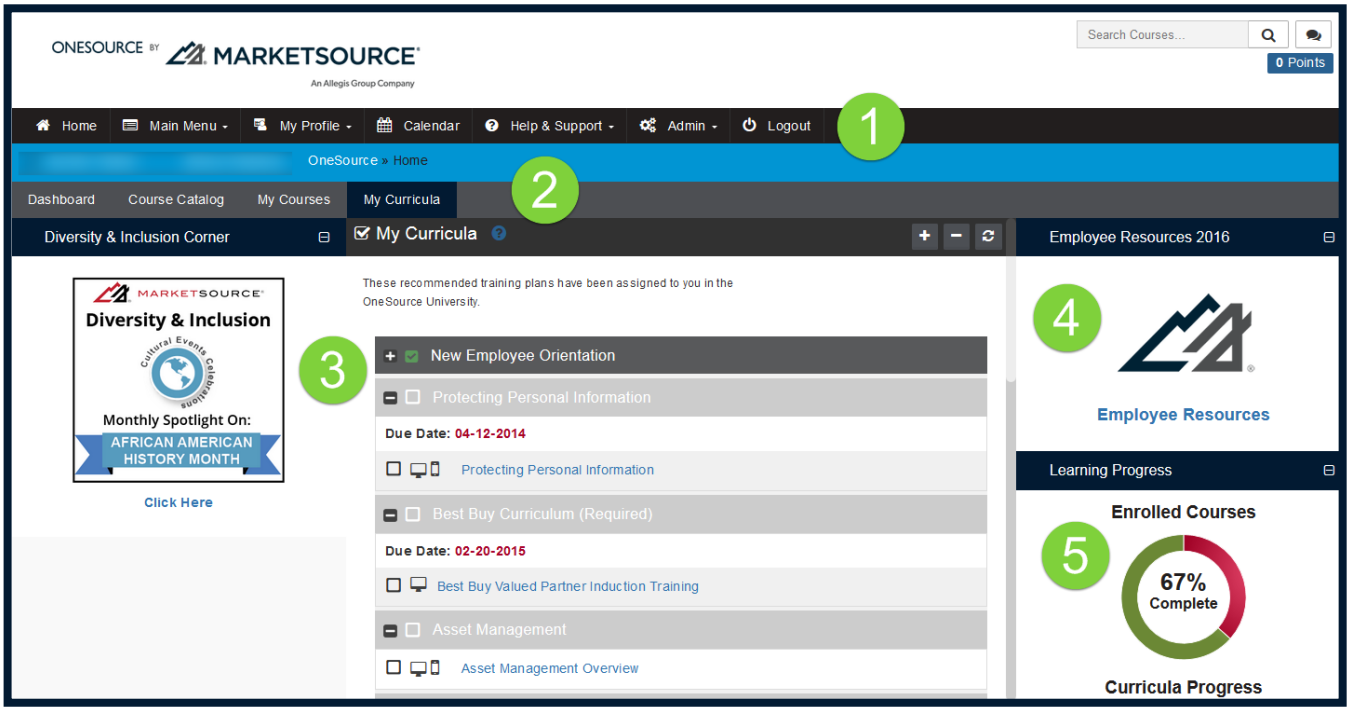
2. **ASSIGNED TRAINING**
   - All of your assigned trainings are listed under the **My Curricula** tab.
   - To see the courses you are enrolled in, click or tap the **My Courses** tab.
   - The **Course Catalog** tab shows all of the courses available to you in OneSource University.
     - Archived courses or videos can also be found under the Course Catalog.

3. **ICONS**
   - Once you have completed **all** courses in a curriculum, the curriculum will collapse and you will see a + icon to confirm completion. A – icon means there are courses within the curriculum that need to be completed.
   - A green check mark means you have completed the course.
   - The computer screen icon means the course can be viewed on a desktop.
   - The cell phone icon means the course can be viewed on a mobile device.

4. **EMPLOYEE RESOURCES**
   - Benefits, Human Resources, and Payroll information can be found under **Employee Resources**.
   - Reach out to your manager to get the information on your dedicated HR & Payroll point of contact.

5. **LEARNING PROGRESS**
   - Displays assigned, past due, and completed totals and percentages for your courses and curricula.

Navigation (Cont'd)

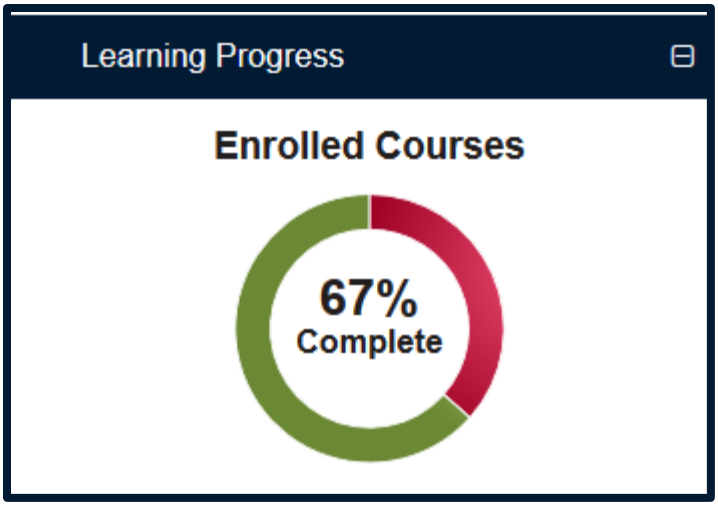


Learning History

You can find all of your course and curricula information in your Learning History through the Charts located under **Learning Progress**.

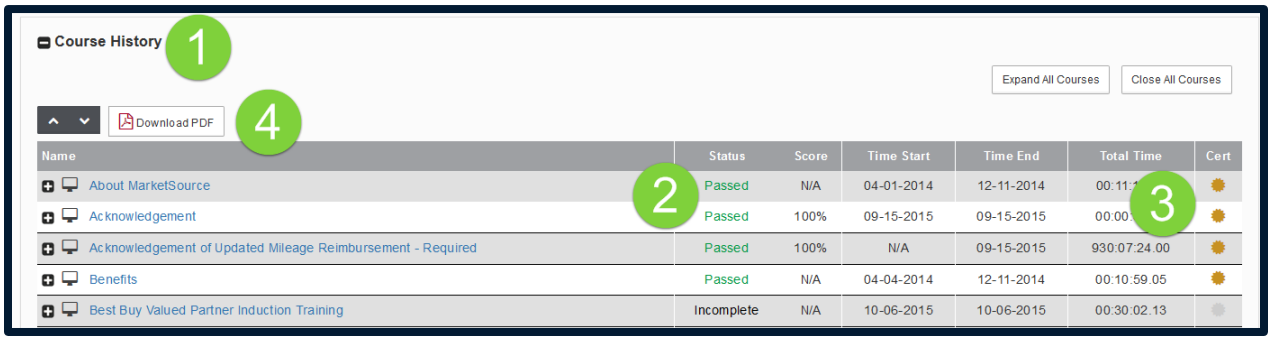
ENROLLED COURSES

- The green section displays the percentage of your completed courses.
- The red section displays the percentage of your past due courses.
- The blue section displays all of your remaining assigned courses.



COURSE HISTORY

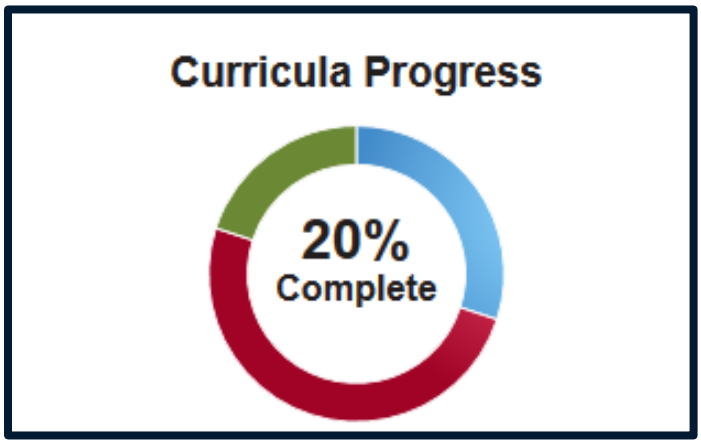
1. Click on the chart under **Learning Progress** and then scroll down to your course history**.**
2. View the completion status of your course.
3. View and print your certificate of completion.
4. Download a PDF of your Course History.



Learning History (Cont'd)

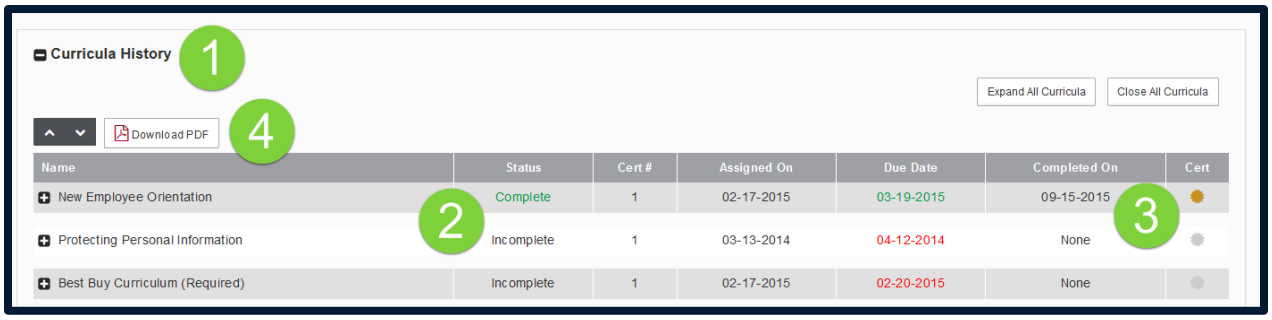
LEARNING PROGRESS: CURRICULA PROGRESS

- The green section displays the percentage of your completed curricula.
- The red section displays the percentage of your past due curricula.
- The blue section displays all of your remaining assigned curricula.



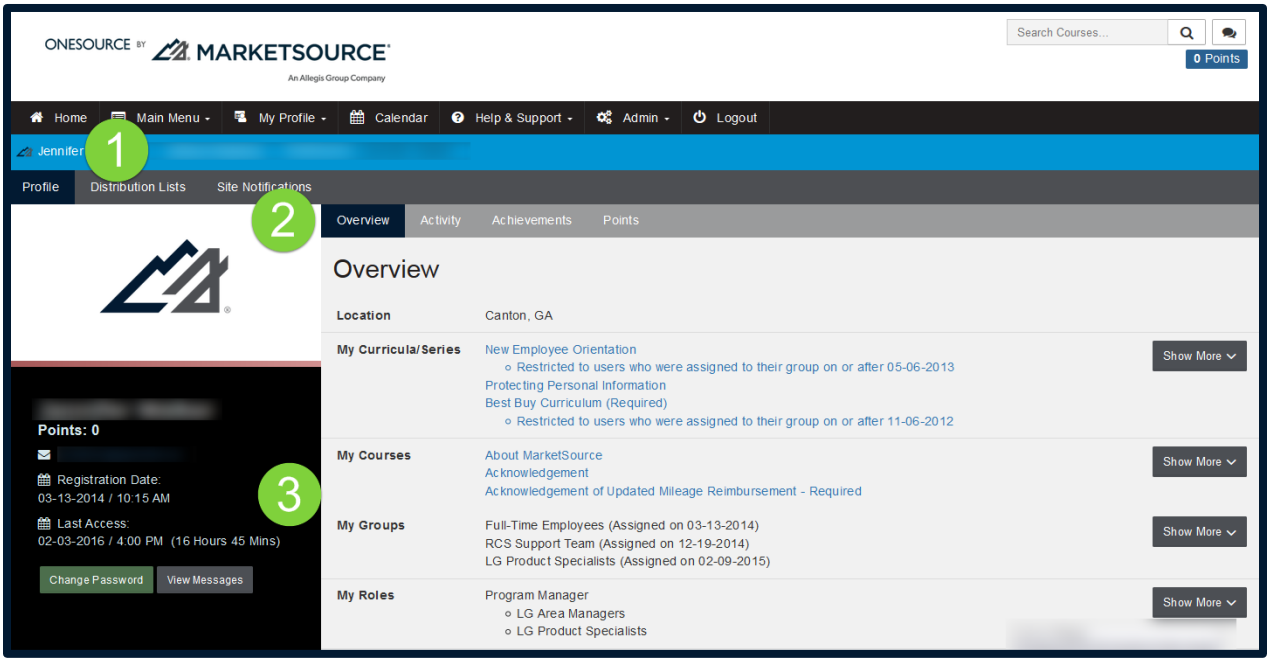
CURRICULA HISTORY

1. Click on the Curricula Progress chart under **Learning Progress** and then scroll down to your curricula history.
2. View the completion status of a curriculum.
3. View and print your certificate of completion for the entire curriculum.
4. Download a PDF of your Curricula History.

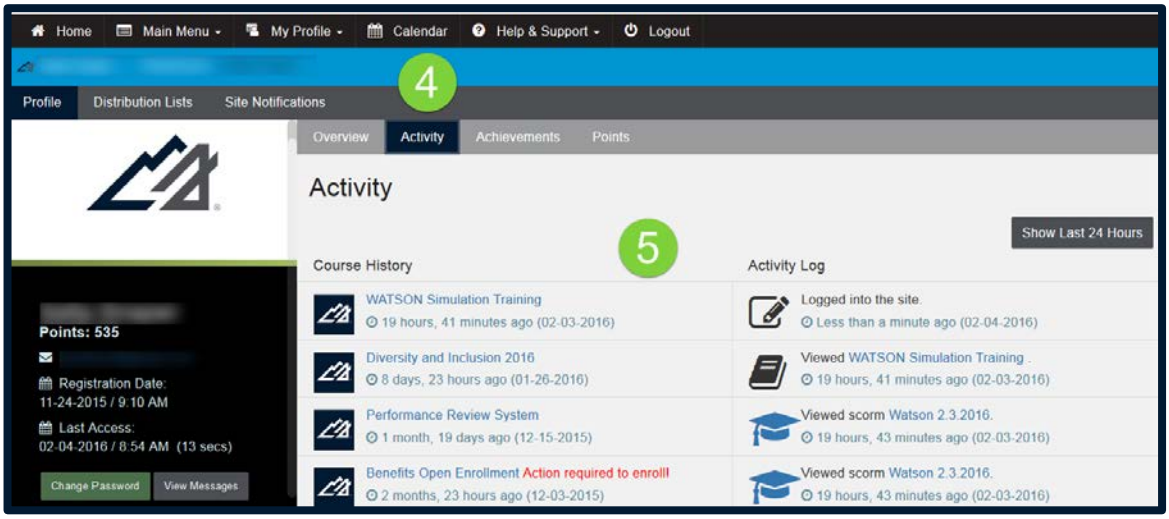


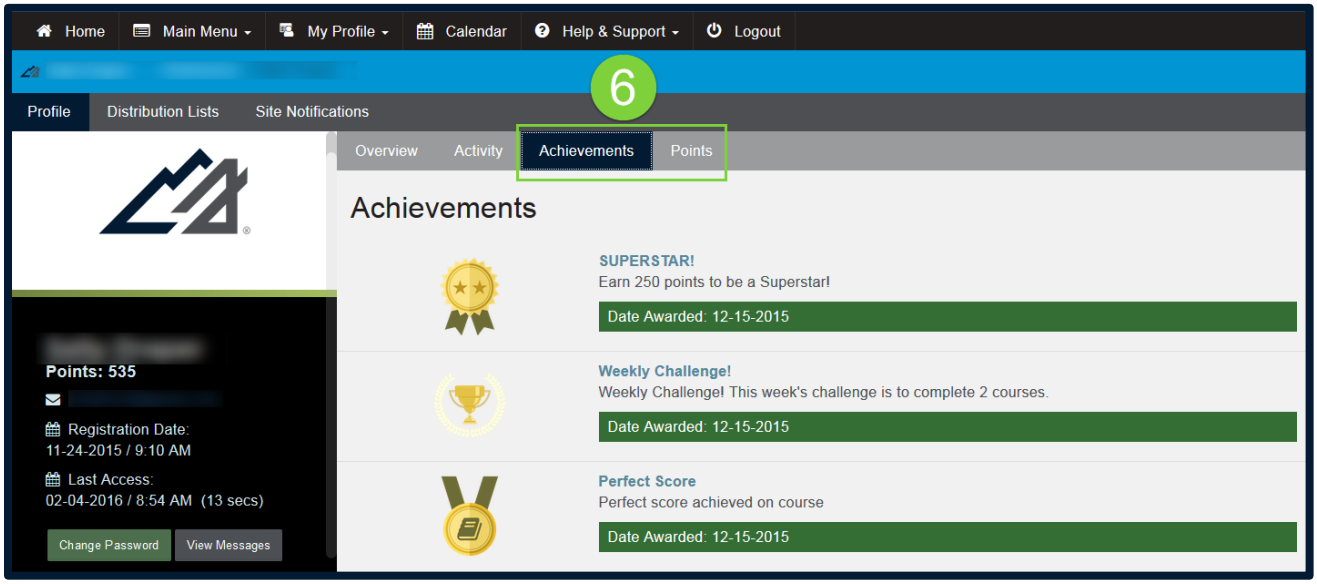
Profile Overview

1. Click on your name.
2. In the **Overview** tab, you will see your assigned curricula (trainings), courses, and groups.
3. On the sidebar, you can see the last time you accessed the system.



4. When you click on the **Activity** tab, you will see your Course History and recent activities.
5. Click on the course name to access the course.



Profile Overview (Cont'd)

6. If your program includes achievements and points in the trainings, you can view your records on the **Achievements** & **Points** tabs.