

*FAQ

General

1. *I cannot log into the Employee Portal!*

If you cannot log into the Employee Portal, first, remember that your Employee Portal log in is different from your Genesis SIS log in (where your Lesson Planner and Grades are held). Your Employee Portal log in is your [full school email address](#). If you still cannot log in, try the "I have forgotten my password" link that is found underneath the password text box. You will be sent an email with a link to reset your password. Make sure you use the link in the email for this action. If you still cannot log in after attempting this, contact your Genesis System Administrator and they will be able to assist you.

2. *The password that was sent to me in the "Forgot Password" email is not working.*

Make sure that you click the URL link that is provided to you in the email to log in to your Employee Portal account with the new password. **Do not** use the regular Employee Portal log in for this action. The password that is sent to you is specific to the URL link that is also in the email. This password will not work with the regular Employee Portal URL for your district. This is only for the Forgot My Password process. Once you have successfully logged back in and changed your password, you will be able to use the regular Employee Portal URL again.

3. *I forgot my signature pin! What do I do?*

If you forgot your signature pin, you need to contact your Genesis System Administrator of your school district. They will be able to reset your pin. Once they have done this, you can log in, go to the "Security" tab and create a new signature pin. You will not have to change your signature to do this.

4. *I do not like my signature, is it too late to change it?*

You can [change your signature](#) at any time if you do not like the way that it looks or if your legal name has changed. To change your signature, go to the "Security" tab and click the "Clear Signature" button. It will prompt you for your signature pin. Once you enter your pin and click "Confirm", it will erase your current signature. You can do this process as many times as you want until you get it the way you want. You can also use the same signature pin over again. ***Please note:** your old signature will still be the one attached to any observations or forms you may have signed off on already.

5. *How do I change my password once I have logged in?*

To [change your password](#) after you have logged on, navigate to the "Security" tab. You will see a section for "Change Password". Click this button to change your password.

Observee

1. *I received an email that there is a pre-conference form for me to fill out, but when I log in to the Employee Portal and go to "My Evaluations", there is nothing there.*

This means that your observer has not made your observation event viewable for you yet. You will need to contact your observer so that they can make the event available to you.

2. *I made a spelling error/mistake in my pre-conference/post-conference form answers. How do I fix this?*

Only your observer has the ability to open up your conference form in order for you to make changes to it. You will need to contact your observer if changes are needed.

3. *Why can I not see the observation rubric and observation report?*

The observation rubric and observation report are only made available for you to view when your observer chooses it to.

4. *How come I cannot sign off on the observation yet?*

There can be two reasons why you cannot sign off on your observation yet. The first being that if your district has this feature set up, your observer has not allowed you the ability to sign off yet. Or, it could be that there is a required action of the observation that has yet to be completed. These could be that you have not submitted your pre-conference or post-conference form, or that the observer has not yet scheduled a conference meeting with you yet. All required actions must be completed before the "Sign Observation" button will be able to you.

5. *I've submitted my SGO, but I made a spelling error, how do I fix that?*

Only an approver of your SGO has the ability to allow you to make edits to your SGO form. Contact your approver and inform them that there is a mistake you would like to fix on your form. They will unsign your form for you. You will then be able to make changes and go through the submit for approval process again.

Observer

1. *The observee says that they cannot see where to fill out the pre-conference form.*

If an observee cannot see where to fill out the pre-conference form, then they most likely cannot see the observation event at all. You will need to make the observation viewable on their Employee Portal. To see how to do so, [click here](#).

2. *The observee says that they cannot see the observation rubric and observation report.*

The observee can only see the observation rubric and observation report when you want them to. To learn how to make these two available to the staff member, [click here](#).

3. *I should be able to schedule a pre-conference/post-conference, however, the "Schedule" button has disappeared.*

The main reason why you would not be able to schedule any event for the observation would be that either yourself or the observee has already signed off on the observation. The action of signing off on an observation tells the system that this observation is complete and therefore locks it to prevent any changes. If you see a signature on the observation, then you know this is the cause of the issue. You will need to contact your Process Administrator and they will be able to unsign the observation for you. Once they do this, you will then see the "Schedule" buttons again. Make sure your staff members are aware that they should not sign off on an observation until you instruct them to do so.

4. *I want to make changes to my observation notes/rubric scoring, however, the observation is read only. How do I make changes?*

This is the same issue as not being able to schedule a conference meeting because the observation has been signed. Contact your Process Administrator to have the signature(s) removed from the observation. Once this is done, you will be able to make your changes.

5. *How do I allow a staff member to edit their pre-conference/post-conference form?*

To learn how to allow a staff member to edit their pre-conference/post-conference form, [click here](#).

6. *How do I allow a staff member to edit a mistake in their SGO?*

To learn how to allow a staff member to edit their pre-conference/post-conference form, [click here](#).

7. *I cannot find a staff member when I search for them on the "Approve SGO" tab.*

When [searching for staff members](#) on the "Approve SGO" tab, you have a multitude of search parameter options. If at any point you cannot find a specific staff member, change your search options and try again. The easiest way to search for a specific staff member is to clear out all search parameters from the drop downs and only search by that staff member's last name.