



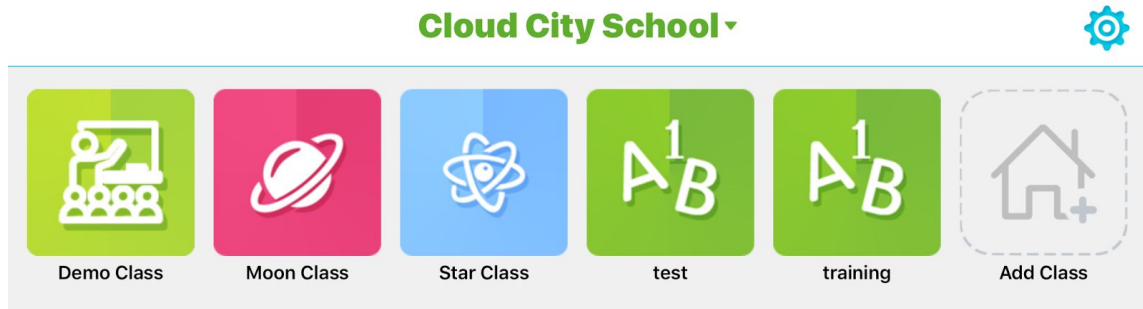
# Staff Training Handbook

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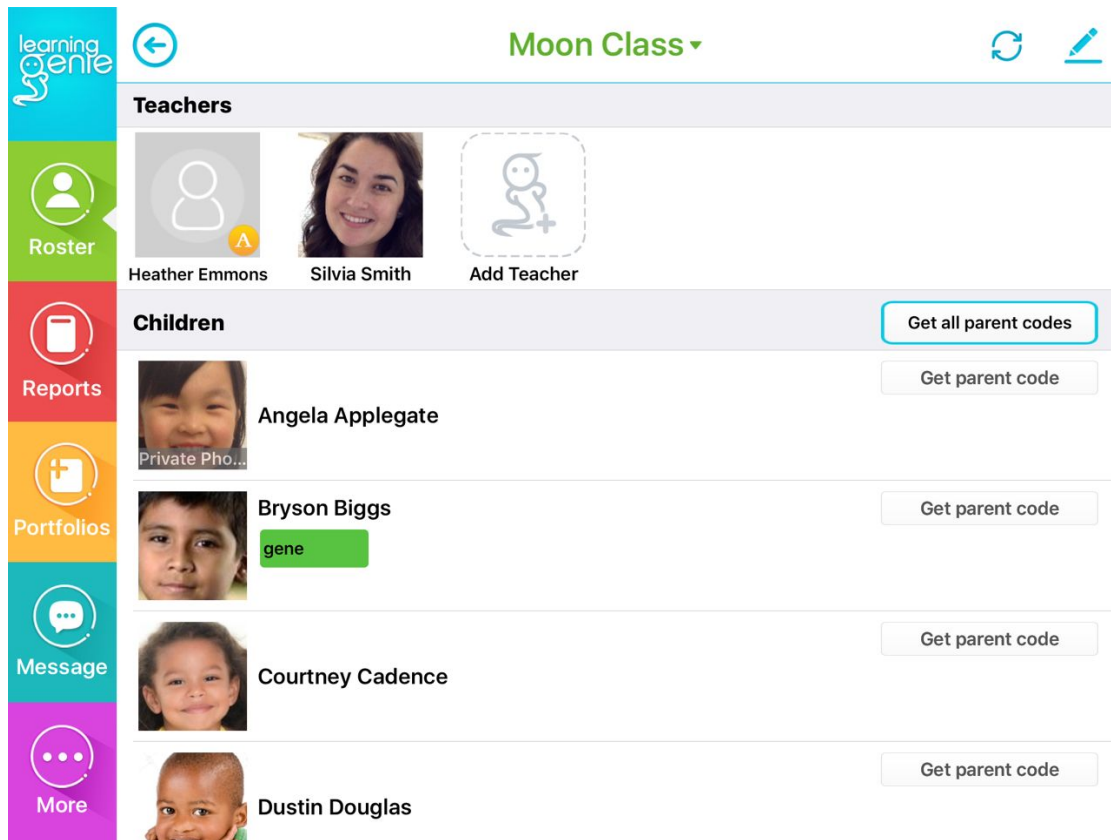
## Mobile Version: Home Page

On the Learning Genie Home Page you can see the sites/classes you are assigned to, depending on your role (Agency Administrator/Site Administrator/Teacher).






## Roster Page


Once you select a class, you will be taken to the roster page, where you can see the students and teachers assigned to the class, and have the option to edit this information.





## Edit Class

|  |   |
|--|---|
| <p>When on the Roster Page, tap on the <b>edit pencil</b> in the upper right hand corner to edit the class. Here you can:</p> <ul style="list-style-type: none"> <li>• Change the class name</li> <li>• Change the grade</li> <li>• Change the class framework</li> <li>• Change rating period</li> <li>• Add new rating period</li> </ul> |  |
| <p>Tap the checkmark in the upper right hand corner to save.</p>   |  |










Classroom Name:

Grade:  v

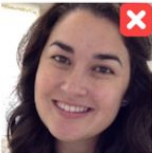
Early Learning Standard/Framework:  >

Rating Periods:  v Add New

**Teachers**




Heather Emmons



Silvia Smith


**Children**



Angela Applegate

Private Pho...

Get parent code



Bryson Biggs

gene

Get parent code

## Edit Child

When on the Roster Page, tap on a child to access the Edit Child page, where you can:

- Add profile photo for child
- Change the child's name
- Change the birth date
- Move child from class to class (without losing data)
- Indicate photo consent
- Change the rating period
- Set child as inactive
- See and generate parent codes, and determine which parents have already signed up to access their children's accounts.
- Add new individual rating period for child

learning genie Edit Child

Private Photo

First Name:

Last Name:

Date of Birth:

Class:

No photo consent from parents!

Parents: No parents signed up

Pending Parents:

Rating Periods:

Roster

Reports

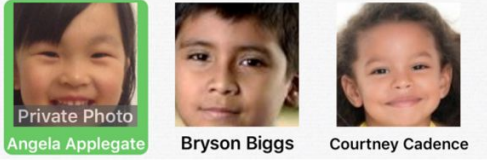

Portfolios



Message





More

## Portfolio Page

This page will list all the portfolio notes made about this child.

|  |  |
|--|--|
| Toggle through each child's portfolio by clicking on their faces                         |    |
| Filter the notes by selecting the bars at the top of the page (Domain/Work Sample/Date). | <div style="display: flex; justify-content: space-between;"> <div data-bbox="735 478 967 527">Domain (DRDP2015-PRESCHOOL)</div> <div data-bbox="979 478 1211 527">Work Sample/Custom</div> <div data-bbox="1230 478 1484 527">01/01/2017 to 08/02/2017</div> </div> <p>*The date filter only filters the portfolio notes seen--it does not change the rating period.</p> |
| Click on the red plus sign in the upper right hand corner to add portfolio note          |   |

Roster

Reports

Portfolios

Message






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Domain (DRDP2015-PRESCHOOL)

Work Sample/Custom

01/01/2017 to 08/02/2017

📅








**Angela Applegate** 05/04/2017

The children had a great time drawing self portraits

ATL-REG2
ATL-REG3
ATL-REG4
SED2
SED3
Parent conference

Shared in daily report




2/4

**Angela Applegate** 05/02/2017

The children did a great job sorting their blocks into upper and lower case letters

ELD1
ELD2
LLD1
LLD3
PD-HLTH2
PD-HLTH4

Shared in daily report




4/4

**Angela Applegate** 05/01/2017

They had fun playing in the sandbox. Angela had a really great time. She made a Sandcastle


ATL-REG3
ATL-REG5
SED2
SED4
Parent conference
Writing Sample



3/4









**Angela Applegate** 04/27/2017

The children sorted their blocks into upper and lower case letters

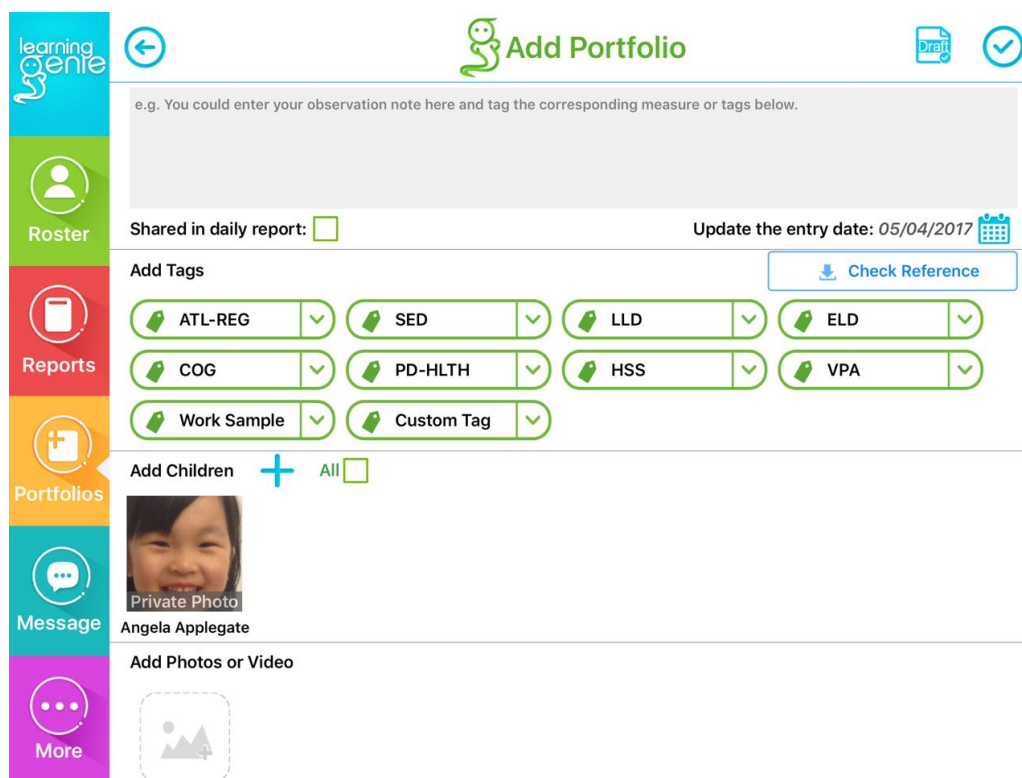




## Add Portfolio Note

|   |  |
|---|--|
| 1. Tap on the text box at the top to add observational notes  |  |
| 2. Tap on the green box if you'd like to share this note with parents   | Shared in daily report: <input type="checkbox"/>   |
| 3. Tap on the calendar button to backdate this entry if necessary   |   |
| 4. Tap on the domain buttons to tag an unlimited number of measures. Tap on the "Check Reference" button if you would like to refer back to your framework.   | <br> |
| 5. Tag children--you may either tag one child, click on the plus sign to add children one at a time, or check the "All" square if you would like to tag the whole class.  |      |
| 6. Add media--this includes up to four photos, an audio recording, or a video recording up to 20 seconds.   |   |
| 7. Save your note--to save on the cloud, tap on the check mark on the upper right hand corner. To save as draft locally on your device (because you are without internet, or because you are not finished with the note) click on the draft button. |    |

\*You may individualize notes after saving a group note--click *Update*, deselect other children, and add in notes



learning genie

Add Portfolio

e.g. You could enter your observation note here and tag the corresponding measure or tags below.

Shared in daily report:

Update the entry date: 05/04/2017

Add Tags

ATL-REG SED LLD ELD

COG PD-HLTH HSS VPA

Work Sample Custom Tag

Add Children + All

Private Photo

Angela Applegate

Add Photos or Video

Roster

Reports

Portfolios

Message

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Draft

Check

## Portfolio Status

When on the Portfolio Page, tap on the graph button in the upper right hand corner to access the Portfolio Status page.




Here you can see what measures have been observed and unobserved. Among the observed measures, you can see which measures have been rated and not rated.


Measures will turn green when rated.

ATL-REG6(2)


Red dots indicate that there has been new evidence added since the last time that measure was rated, and will disappear once you review the rating.

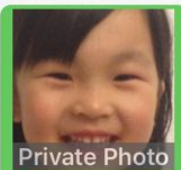
● LLD8(3)






### Portfolio Status


01/01/2017 ~ 08/02/2017 (2016-2017 Spring) 




Private Photo  
Angela Applegate




Bryson Biggs



Courtney Cadence



Dustin Douglas



Eleanor Evanston

**Observed (56)**

Rated (33)

ATL-REG2(10)

ATL-REG4(7)

ATL-REG6(2)

COG4(4)

ELD1(4)

ELD3(4)

PD-HLTH1(4)

PD-HLTH10(3)

PD-HLTH3(4)

SED5(2)

● ATL-REG3(13)

● ATL-REG5(12)

● ATL-REG7(2)

● COG1(4)

● COG10(4)

● COG3(4)

● COG5(4)

● COG6(4)

● COG7(4)

● COG8(4)

● COG9(4)

● ELD2(5)

● LLD1(4)

● LLD10(3)

● LLD2(7)

● LLD3(8)

● LLD4(6)

● LLD5(3)

● LLD8(3)

● LLD9(3)

● SED2(10)

● SED3(9)

● SED4(8)

Unrated (23)

ATL-REG1(2)

COG11(4)

COG2(4)

ELD4(3)

HSS1(3)

HSS2(3)

HSS3(3)

HSS4(2)

HSS5(2)

LLD6(3)

LLD7(3)

PD-HLTH2(4)

PD-HLTH4(4)

PD-HLTH5(3)

PD-HLTH6(3)

PD-HLTH7(3)

PD-HLTH8(3)

PD-HLTH9(3)

SED1(4)


VPA1(3)

VPA2(3)


VPA3(2)

VPA4(2)


**Unobserved (0)**




Roster




Reports



Portfolios

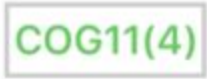







Message




More

## Rating Measures

|  |   |
|--|---|
| 1. Click on any of the measures on the Portfolio page or Portfolio Status page to access the Score page. (You will not be able to click on or rate unobserved measures.) Here you can see all the evidence tagged with that measure. |  |
| 2. Using the evidence, reflect on the child's progress. Tap "check reference" if you would like to review the framework.   |  |
| 3. Click on the "Rate" button to select a score. If you are changing an existing rating, click on the button with the current rating.  |  |
| 4. Select the rating that most accurately reflects that child's ability, and save.   |  |

 Roster

**Courtney Cadence** 01/01/2017 ~ 08/02/2017 (2016-2017 Spring)  
**SED3 Relationships and Social Interactions with Familiar Adults**

**Courtney Cadence** 05/04/2017  
 The children had a great time drawing self portraits  
SED3 Parent conference

Shared in daily report

**Courtney Cadence** 04/27/2017  
 The children sorted their blocks into upper and lower case letters  
SED3

Shared in daily report








**Courtney Cadence** 04/25/2017  
 We played  
SED3

Shared in daily report

**Courtney Cadence** 04/11/2017  
 The children had a great time drawing self portraits  
SED3 Parent conference

Shared in daily report

**Courtney Cadence** 03/15/2017


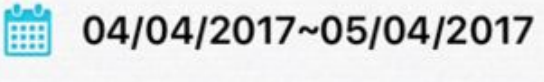

 Rate  
 Check Reference  
   
 2/4  
   
 4/4  
   
 4/4  
   
 4/4  
   
 4/4

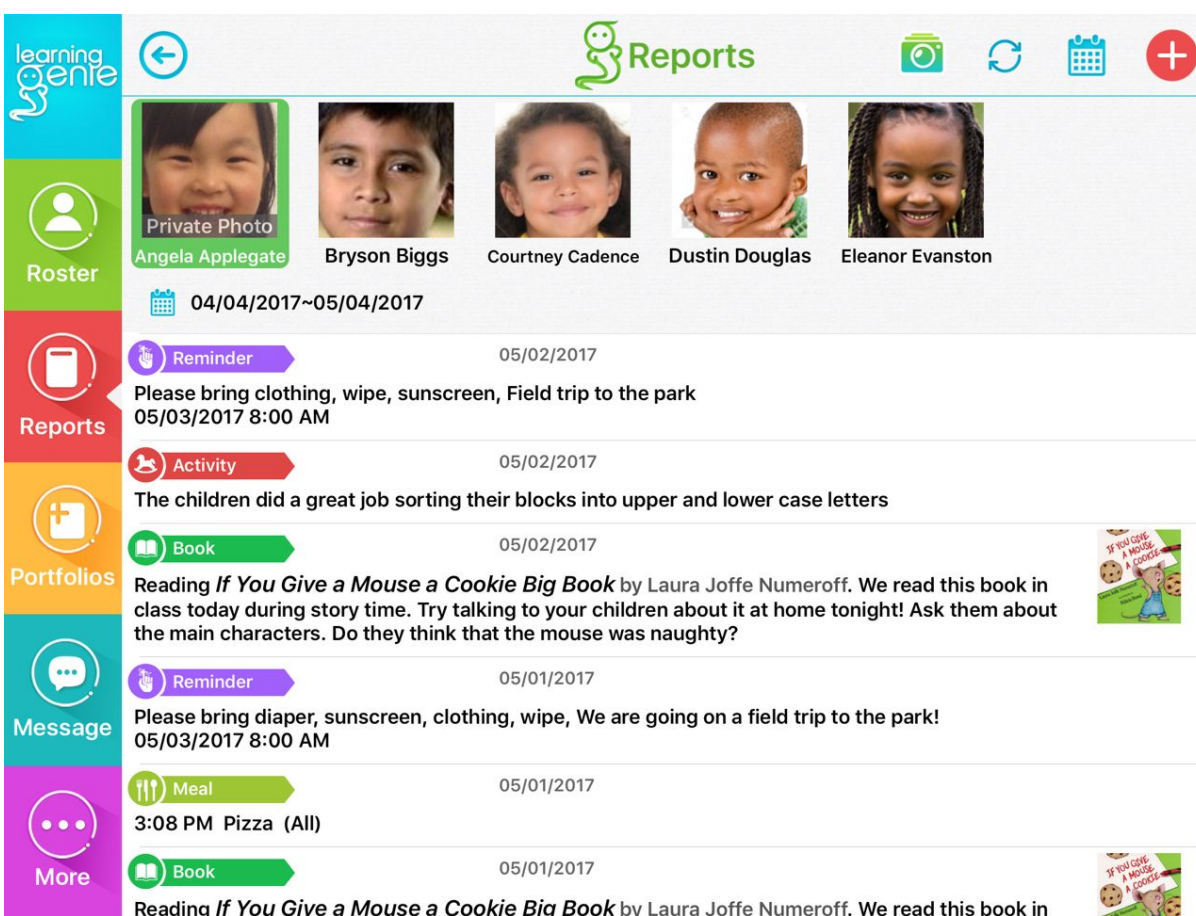


## Daily Reports

Daily Reports can be accessed by parents either through the Learning Genie Parent App, or via email. Each parent is sent their individual codes so they are only accessing information about their child. Reports are a great way not only to communicate what the child is experiencing in his/her day, but also to extend the learning into the home.

This page will list all the daily reports sent home about this child.

|  |   |
|--|---|
| Toggle through each child's reports by clicking on their faces.                |   |
| Filter the reports by date by selecting the Calendar button.                   |   |
| Click on the red plus sign in the upper right hand corner to add a new report. |  |



**learning genie** Reports

Private Photo  
Angela Applegate

Bryson Biggs

Courtney Cadence

Dustin Douglas

Eleanor Evanston

04/04/2017~05/04/2017

**Reminder** 05/02/2017  
Please bring clothing, wipe, sunscreen, Field trip to the park  
05/03/2017 8:00 AM

**Activity** 05/02/2017  
The children did a great job sorting their blocks into upper and lower case letters

**Book** 05/02/2017  
Reading *If You Give a Mouse a Cookie Big Book* by Laura Joffe Numeroff. We read this book in class today during story time. Try talking to your children about it at home tonight! Ask them about the main characters. Do they think that the mouse was naughty?

**Reminder** 05/01/2017  
Please bring diaper, sunscreen, clothing, wipe, We are going on a field trip to the park!  
05/03/2017 8:00 AM

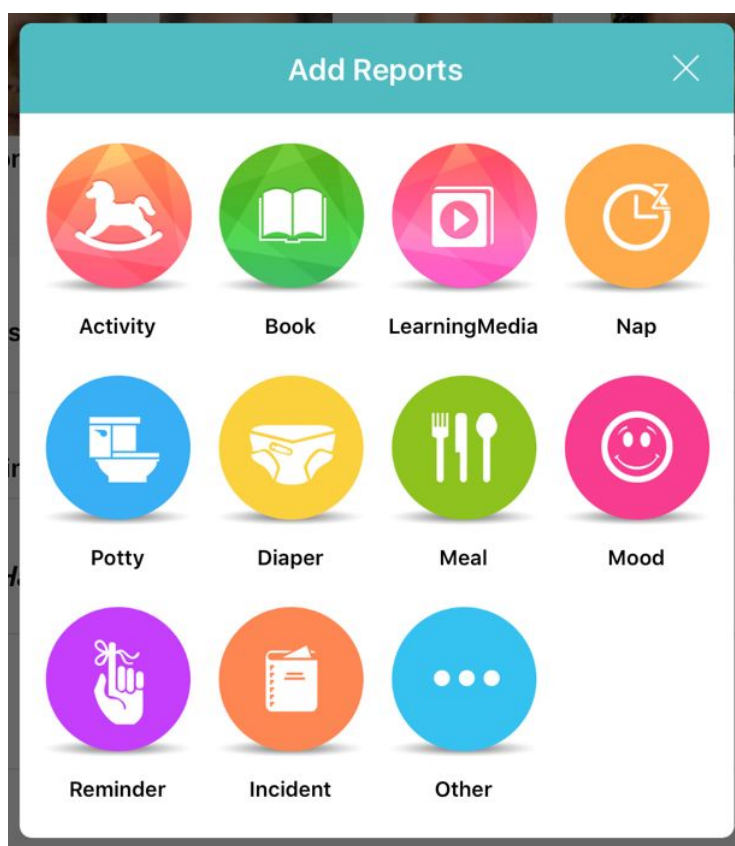
**Meal** 05/01/2017  
3:08 PM Pizza (All)

**Book** 05/01/2017  
Reading *If You Give a Mouse a Cookie Big Book* by Laura Joffe Numeroff. We read this book in

## Adding Daily Report

After you click on the red plus sign, you will be offered several options for different types of reports you can send home to parents.

- **Activity** - Share observations and pictures with parents. When portfolio notes are shared in the Daily Report, they will be shared as activities. \*If a child has a private photo setting, you will be prompted to block/blur his/her face with a privacy filter before sharing.
- **Book** - Share titles/summaries of books with parents, and optionally add in discussion questions. *Coming soon*--video books will be available to send to parents here as well so that they can share the book together.
- **Learning Media** - Share learning videos and parenting tips.
- **Nap** - Share time and length of naps, with optional comments.
- **Potty** - Share attempts/contents/times of potty visits.
- **Diaper** - Share time/contents/comments about diaper changes.
- **Meal** - Share bottle contents, times, and amounts consumed, and meal information, including what and when the child ate and how much.
- **Mood** - Share the child's feelings along with comments.
- **Reminders** - Share times and comments about important upcoming events, including suggestions of what to bring. When parents receive these reminders via their mobile app, Learning Genie will sync these events to their mobile calendar. When parents receive reminders via email, they will still see the times and descriptions of events, but they will not be added to their mobile calendar automatically.
- **Incident** - Share incidents of potty accidents or injuries, along with comments.
- **Other** - Share any other comments with parents.



## Web Portal: Home Page

The web portal is another way to access your portfolios and reports, and many other web-exclusive features. You may access the web portal through almost any internet browser (Safari, Edge, Firefox, Chrome, etc. Internet Explorer is not recommended.)

Features exclusive to the web portal:

- **Extra Portfolio Buttons** - Generate PDF, find class status of measures observed, rate all measures using bubble sheet, Merge to DRDP Tech (old model of import).
- **Dashboard** - Measures how close teachers are to completing the DRDP, and allows users to generate Excel files of their portfolios and ratings.
- **Lessons** - Provides public lesson plans that can be adapted and applied. Allows teachers to store their own lessons which can be accessed at anytime. Applied lessons automatically generate “dummy” portfolio notes with pre-tagged children and measures.
- **Analytical Reports** - Provides customizable reports to measure progress toward school readiness. (Optional--not all agencies have decided to implement the Analytical Reports.)
- **Administrative Settings** - Allows administrators to import rosters, manage child information, teacher information, class and center information. (Administrators receive separate training on admin settings.)

The screenshot shows the Learning Genie Web Portal Home Page. The navigation bar includes 'Home', 'Dashboard', 'Analytical Reports', and 'Lessons'. The sidebar on the left lists 'My Centers' with various center names and edit icons. The main content area displays a grid of classroom cards. Each card shows a room name, a progress indicator (Teacher, Children, Parent) with counts, and a 'Report | Portfolio' button. A tooltip for the 'Report | Portfolio' button shows 'signed teacher/teacher number'. The cards include: Classroom 1, Dolphin Room, kindergarten, Lion Room, Panda Room, Project Model, Rabbit Room, and three 'A1B' cards.

## Web Portal Exclusive Portfolio Buttons

The web portal portfolio page allows you to do almost everything that the app portfolio does (write portfolio notes, see the portfolio status, rate measures, etc). Everything you do on the mobile app will reflect on the web portal, and vice versa. (Except for drafts--drafts are only saved on the device locally.)

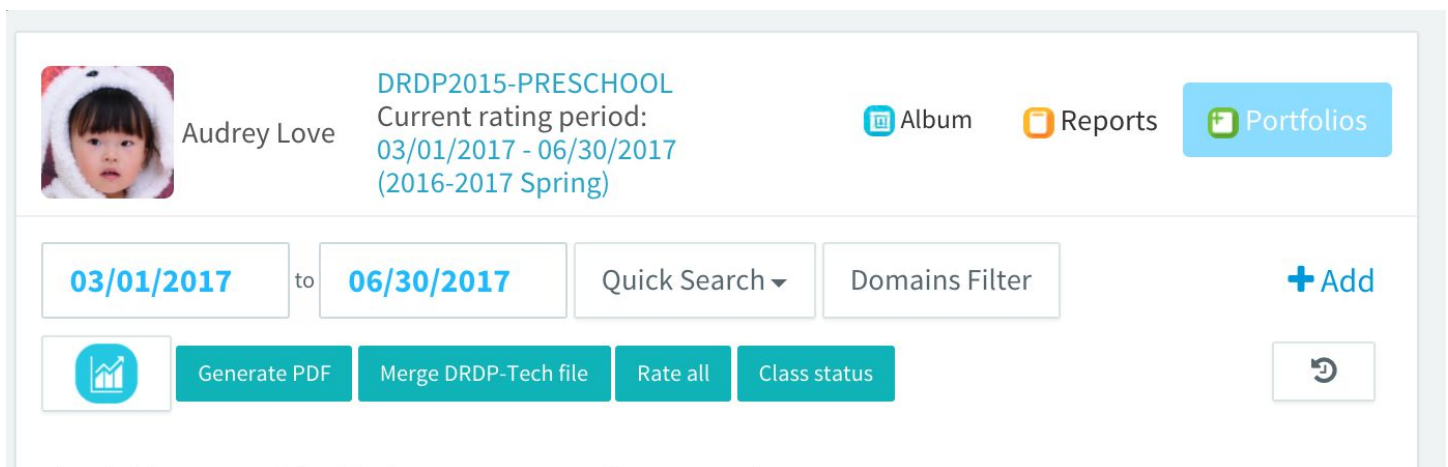
The four green buttons are exclusive to the web portal.

- **Generate PDF** - Filter your portfolio notes by date and domain/tag, and then use this button to generate a PDF of the portfolio notes you have filtered down to
- **Merge DRDP-Tech File** - This is one way to upload your ratings to DRDP Tech. We recommend you use a newer, simpler way on the Dashboard (covered on the next page).
- **Rate All** - Here you can add ratings for all of the measures on one page. This is a quick way to rate, but less authentic, because you are unable to review the evidence for each measure before rating.
- **Class Status** - This allows you to see which children have been observed with which measures, so you can lesson plan more strategically.

Toggle between Reports and Portfolios by clicking on the buttons in the upper righthand corner.

 Reports

 Portfolios



The screenshot shows the web portal interface for a child's portfolio. At the top left is a profile picture of a child and the name "Audrey Love". To the right of the name is the text "DRDP2015-PRESCHOOL" and "Current rating period: 03/01/2017 - 06/30/2017 (2016-2017 Spring)". In the top right corner, there are three buttons: "Album", "Reports", and "Portfolios". Below this, there are two date input fields: "03/01/2017" and "06/30/2017", with "to" between them. To the right of the date fields are "Quick Search" and "Domains Filter" buttons. On the far right of this row is a "+ Add" button. Below the date and filter buttons is a row of four green buttons: "Generate PDF", "Merge DRDP-Tech file", "Rate all", and "Class status". To the right of these buttons is a circular refresh icon.

## Dashboard

The dashboard allows teachers and administrators to check on progress toward completing the DRDP. It allows you to see:

- How many children have been locked for reporting
- How many measures in total have been observed, along with the percentage
- How many measures have been rated, along with the percentage

Administrators are able to filter out groups by rating period, class, and framework.

The screenshot shows a dashboard for 'DRDP2015-PRESCHOOL'. At the top, there are navigation tabs: 'Home', 'Dashboard' (highlighted), 'Analytical Reports', and 'Lessons'. Below the tabs, there are two dropdown menus: 'Reporting Period Alias' set to '2016-2017 Winter' and 'Select' set to 'All groups'. The main content area displays the following information:

- Creation of snapshot for analytical reports (2016-2017 Winter):** 1 out of 30 children have been successfully locked for reporting purpose.
- Number of children: **30**
- Total Observation Notes: **195**
- DRDP2015-PRESCHOOL Observation and Rating progress:
  - Measures/Outcomes Observed (1401/1680): **83%** completion
  - Measures rated (269/1680): **16%** completion

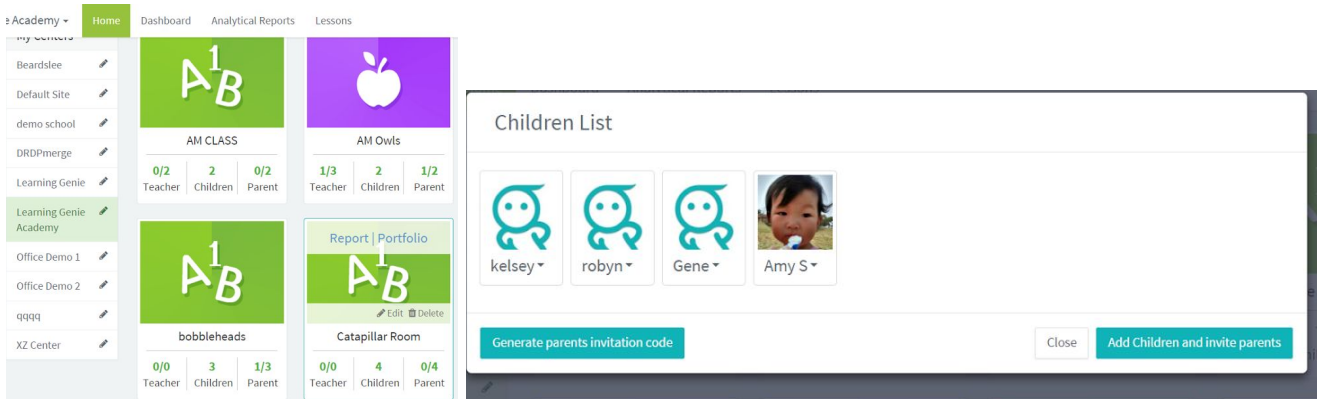
Each progress bar includes a percentage label and a help icon.



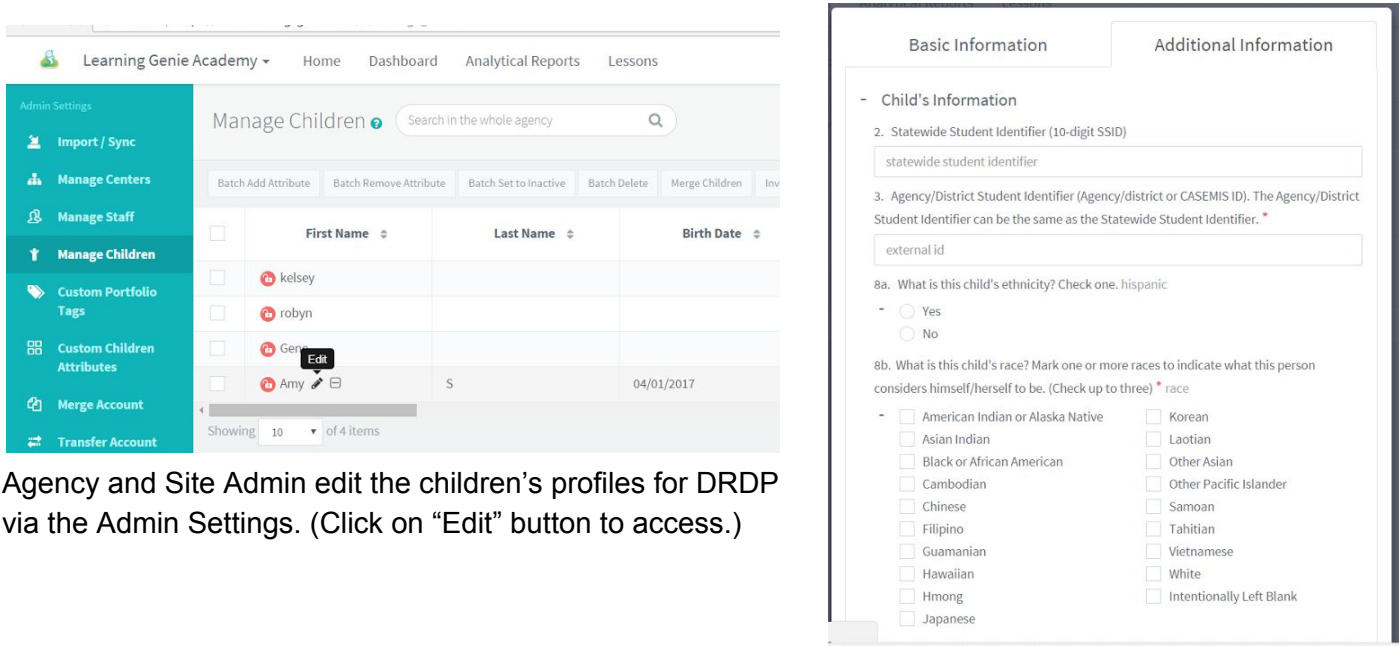
# Importing Data to DRDP Tech

The Dashboard also allows you to generate rating Excel documents to be uploaded to DRDP Tech.

## 1. Make sure that all your child profile information is complete for DRDP Tech.

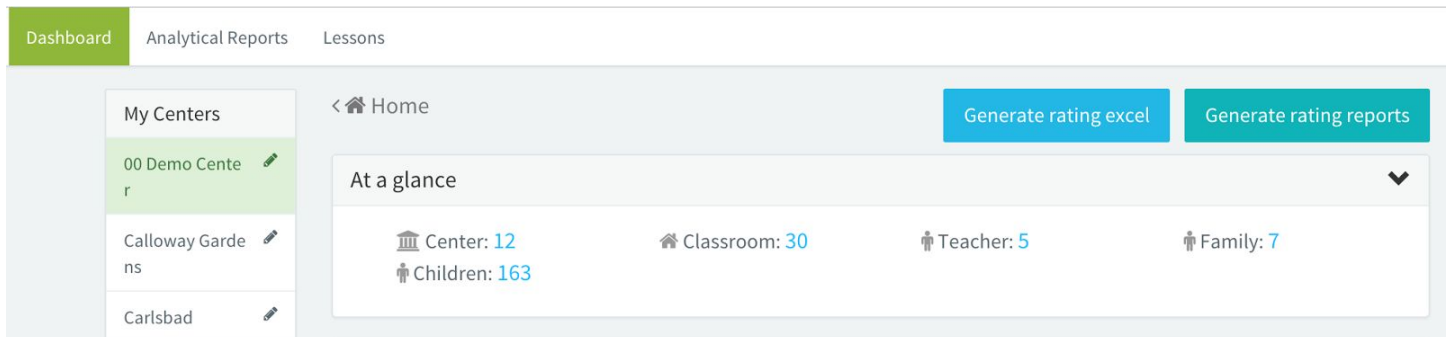


Teachers edit the children’s profiles for DRDP Tech by clicking on “Children” from the homepage.



Agency and Site Admin edit the children’s profiles for DRDP via the Admin Settings. (Click on “Edit” button to access.)

## 2. Once all the required roster fields are filled up and all the scores are done, you are ready to generate the complete DRDPtech file. Click on “Generate Rating Excel” on the Dashboard.



## 3. Learning Genie will produce a PDF that indicates any missing information--review and correct any errors.

## Rating and Attributes Validations

|                               | Total children count | Fully Completed | Missing attributes | Missing ratings |
|-------------------------------|----------------------|-----------------|--------------------|-----------------|
| <b>Carlsbad</b>               | <b>3</b>             | <b>0</b>        | <b>3</b>           | <b>3</b>        |
| Classroom A                   | 3                    | 0               | 3                  | 3               |
| <b>Cottage House</b>          | <b>11</b>            | <b>0</b>        | <b>11</b>          | <b>11</b>       |
| Classroom A                   | 11                   | 0               | 11                 | 11              |
| <b>Learning Genie</b>         | <b>1</b>             | <b>0</b>        | <b>1</b>           | <b>1</b>        |
| Learning Genie AM             | 1                    | 0               | 1                  | 1               |
| <b>Learning Genie Academy</b> | <b>74</b>            | <b>0</b>        | <b>51</b>          | <b>74</b>       |
| Robin's class                 | 1                    | 0               | 1                  | 1               |
| Rabbit Room                   | 15                   | 0               | 0                  | 15              |
| Nemo Room                     | 25                   | 0               | 25                 | 25              |
| kindergarten                  | 3                    | 0               | 0                  | 3               |
| Turtle Room                   | 5                    | 0               | 4                  | 5               |
| Dolphin Room                  | 5                    | 0               | 5                  | 5               |
| Project Model                 | 2                    | 0               | 2                  | 2               |
| Training Class                | 4                    | 0               | 0                  | 4               |

4. Download Excel file. Agency admin can generate a file for the whole agency, site admin can generate for the whole site, and teacher can generate for their own class.

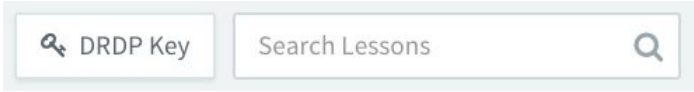

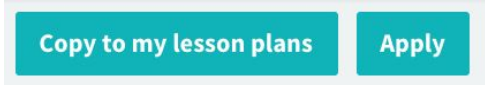

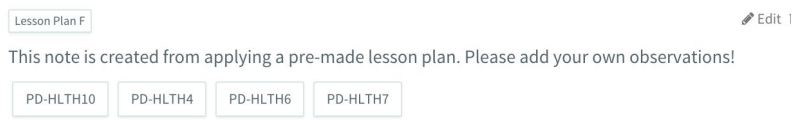
|    | allowup | agency   | site     | teacher             | class      | icode     | ssid | firstnam | lastnam   | extrado | enrollm    | drdpcor    | withdra | dob        | gender | hispanic |
|----|---------|----------|----------|---------------------|------------|-----------|------|----------|-----------|---------|------------|------------|---------|------------|--------|----------|
| 4  | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Lion Class | 28904     |      | Camila   | Galguera  | ELD     | 08/30/2016 |            |         | 11/06/2012 | f      | 1        |
| 5  | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Lion Class | 26905     |      | Monay    | Arenas    |         | 01/09/2017 | 03/16/2017 |         | 11/21/2013 | f      | 1        |
| 6  | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Lion Class | 760599861 |      | Chris    | Allen     | ELD     | 10/03/2016 | 03/16/2017 |         | 03/09/2013 | f      |          |
| 7  | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Lion Class | 24234     |      | Timberly | Peters    |         | 08/31/2016 | 03/16/2017 |         | 06/26/2013 | f      |          |
| 8  | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Lion Class | 22591     |      | Julian   | Ortega    |         | 08/30/2016 | 04/17/2017 |         | 10/14/2012 | m      |          |
| 9  | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Lion Class | 760599861 |      | Alyah    | O'niele   |         | 01/09/2017 | 05/03/2017 |         | 02/14/2014 | f      |          |
| 10 | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Lion Class | 30382     |      | Ilse     | Magadan   |         | 10/12/2016 |            |         | 09/13/2012 | f      |          |
| 11 | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Love Class | 86946     |      | Caitlin  | Smith     |         | 08/20/2015 | 03/16/2017 |         | 08/21/2014 | m      |          |
| 12 | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Love Class | 858949619 |      | Timmy    | Simmons   |         | 08/08/2016 | 03/16/2017 |         | 05/05/2012 | m      |          |
| 13 | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Love Class | 760599037 |      | Suzy     | Hernandez |         | 08/01/2016 | 03/16/2017 |         | 09/15/2015 | f      |          |
| 14 | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Love Class | 24805     |      | Vanessa  | Sanchez   |         | 11/03/2016 |            |         | 10/30/2013 | f      |          |
| 15 | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Love Class | 28949     |      | Marissa  | Piña      |         | 09/06/2016 |            |         | 09/03/2013 | m      |          |
| 16 | yes     | Chacho's | Chacho's | Chacho's (alonso.a@ | Love Class | 610889    |      | Hannah   | Alvarez   |         | 07/21/2016 | 03/16/2017 |         | 05/02/2016 | m      | 1        |
| 17 |         |          |          |                     |            |           |      |          |           |         |            |            |         |            |        |          |
| 18 |         |          |          |                     |            |           |      |          |           |         |            |            |         |            |        |          |

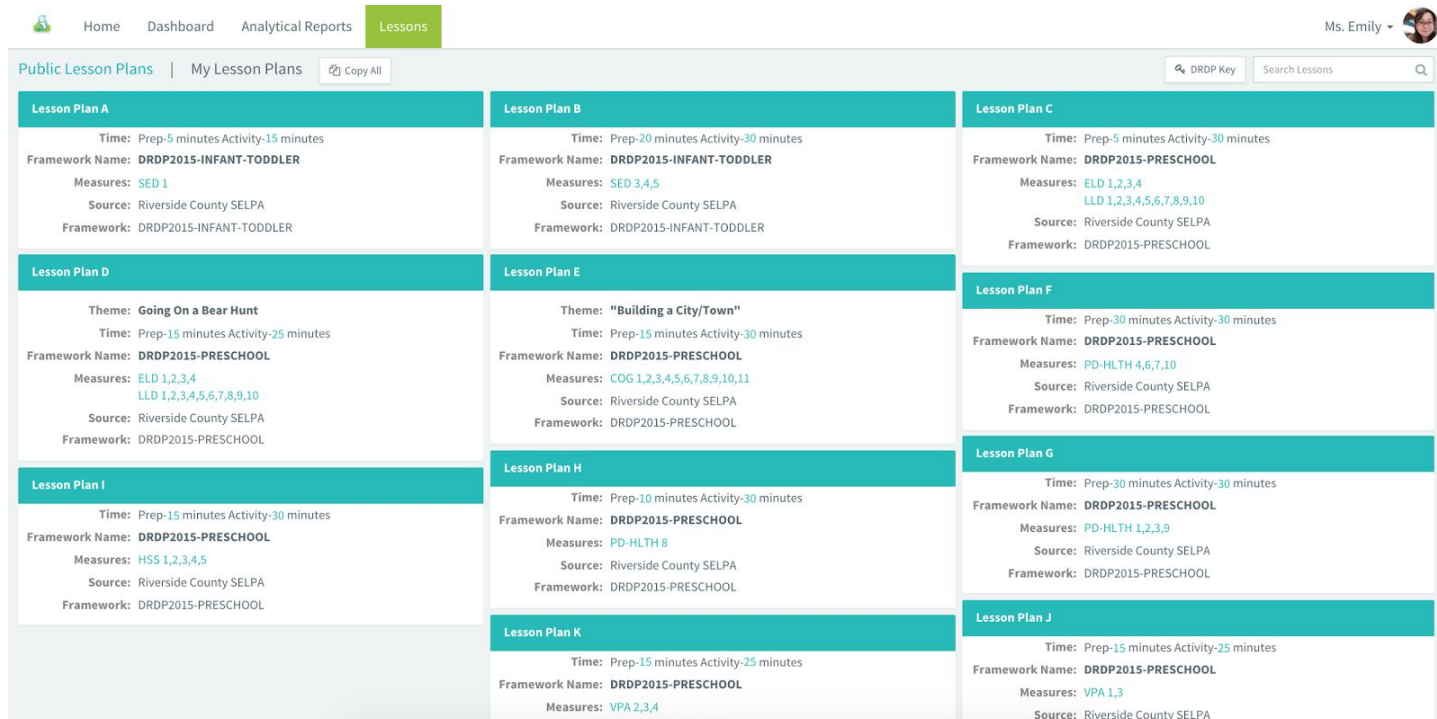
5. Upload Excel file to DRDP Tech. When on the DRDP Tech website, click on:

1. Other Options
2. Upload DRDP Records
3. Upload Records for Updating
4. Include Ratings
5. Upload Now
- 6.

## Lessons

Our lesson planning feature is designed not only to provide public domain lessons that are easily searchable by topic and measure, but also to help teachers store, share, and easily search for their own lessons. Once lessons are selected, they may be applied to specific students, and automatically generate “dummy” notes.

|   |   |
|---|---|
| 1. Search for lesson using DRDP key and search bar in the upper righthand corner.   |   |
| 2. Read details on a lesson by clicking “Details & Preview”   |   |
| 3. Copy the lesson to your plans if you’d like to change it, or apply it if you like it as is.  |   |
| 4. Select the students and date on which you would like to teach the lesson, and save.  |  |
| 5. A dummy note will be created with the children and measures pre-tagged. Add in your own observations and photos after teaching the lesson! |   |



The screenshot shows the 'Lessons' page in the Learning Genie system. The interface includes a top navigation bar with 'Lessons' highlighted, a user profile for 'Ms. Emily', and a search bar. Below the navigation, there are tabs for 'Public Lesson Plans' and 'My Lesson Plans'. The main content area displays a grid of lesson plan cards, each with details such as Time, Framework Name, Measures, Source, and Framework. The cards are labeled Lesson Plan A through Lesson Plan K.

## Weekly Email Updates

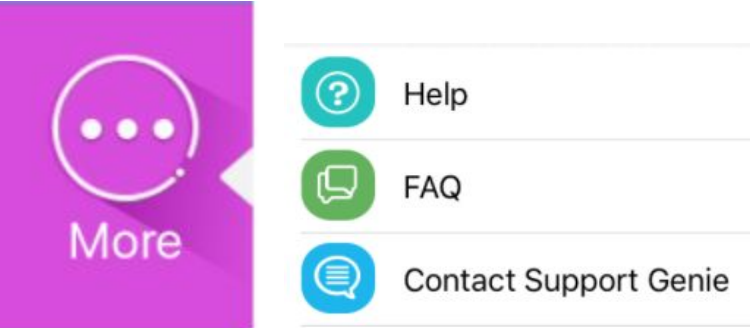
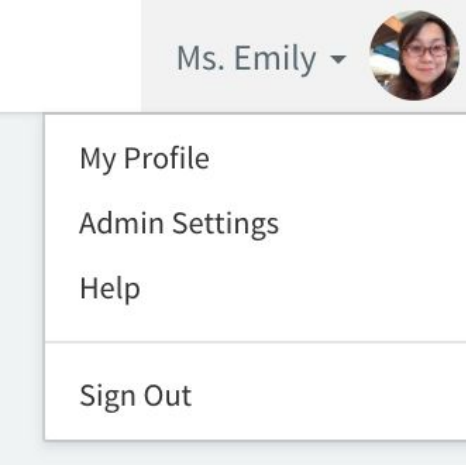
Those using the Analytical Reporting Module will now begin receiving weekly data snapshots via email. These summaries will be customized for administrators, site supervisors, and teachers. Get a quick weekly overview of your recorded notes per measure and track number of days remaining until your next deadline. It will also notify you of which children are in which rating period alias.

| Learning Genie Academy            |                        |                        |                     |              |           |
|-----------------------------------|------------------------|------------------------|---------------------|--------------|-----------|
| Blue Class                        |                        | Learning Genie Academy |                     |              |           |
| <b>16</b>                         | <b>2.2</b>             | <b>40.2%</b>           | <b>36.7%</b>        |              |           |
| # of Notes                        | # of Notes per Measure | % of Observed Measures | % of Rated Measures |              |           |
| Child Status (3) 2016-2017 Summer |                        |                        |                     |              |           |
| Child Name                        | # of Notes             | % of Observed Measures | % of Rated Measures | Due Date     | Days Left |
| Aaron Samuels                     | 1                      | 3.4%                   | 3.4%                | Sep 06, 2017 | 141       |
| Regina George                     | 14                     | 17.2%                  | 6.8%                | Sep 06, 2017 | 141       |
| Cady Heron                        | 1                      | 100%                   | 100%                | Sep 06, 2017 | 141       |
| Orange Class                      |                        | DrdpCenter             |                     |              |           |
| <b>9</b>                          | <b>1.2</b>             | <b>10.1%</b>           | <b>4.4%</b>         |              |           |
| # of Notes                        | # of Notes per Measure | % of Observed Measures | % of Rated Measures |              |           |
| Child Status (4) 2016-2017 Summer |                        |                        |                     |              |           |
| Child Name                        | # of Notes             | % of Observed Measures | % of Rated Measures | Due Date     | Days Left |



## Help!

If you are in need of support, there are several resources available to you:

|   |  |
|---|--|
| <p>On the mobile device, select the More tab. You will find several short tutorial videos separated by category.</p> <p>Our FAQ section may answer your questions!</p> <p>Clicking on “Contact Support Genie” will generate an email with your device and app information already filled out!</p> |                                |
| <p>On the web portal, you can access our FAQs and tutorial videos by clicking on your name in the upper righthand corner and selecting “Help.”</p>  |                               |
| <p>If you are ever in need of support, you can call or email us anytime--our fabulous Support Genies are always eager to assist users!</p>  | <p><b><u>Customer Support Contact Info:</u></b><br/> <b>760-576-4822</b><br/> <b>help@learning-genie.com</b></p> |



**Thank you for your interest in Learning Genie!  
Please feel free to reach out should you have any further questions, comments, or suggestions!**