

Welcome to the New EnGen Platform!

The updated EnGen platform accelerates English learning while making program management easier than ever.

This manual equips you to put those improvements into action at your organization. You'll find clear, step-by-step guidance to help you onboard learners, resolve issues quickly, and unlock the full value of EnGen's newest features—so you can focus on impact, not administration.

Key Platform Updates at a Glance



Faster, more engaging assessment

A new adaptive English proficiency assessment gets learners started quickly with real-world questions.



Stronger writing confidence

A supportive writing tool delivers actionable, step-by-step guidance that helps learners feel more confident using English on the job.



A smoother learning experience

An intuitive interface and streamlined navigation make it easier for learners to stay focused and motivated from day one.



Simpler access and management

Learners and administrators now access everything through a single streamlined link.



Access to new career-aligned pathways

EnGen's course catalog has expanded, with offerings in high-demand fields like Solar Energy and Commercial Driving.



More support when you need it

Expanded support resources include live webinars and office hours to help your team get the most out of EnGen.

Questions?

Email: help@getengen.com

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These step-by-step resources show you how to make the most of EnGen's new features, keeping learners engaged and helping programs run smoothly.

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Getting Started: The Admin Portal

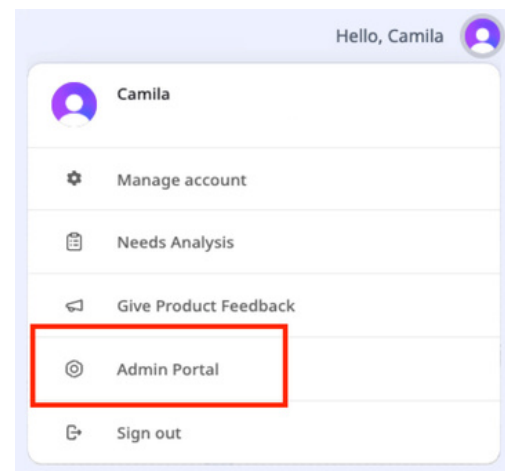
The new EnGen platform allows you to easily switch between the Admin Portal and Learner Portal to manage your program and see the platform from a learner's perspective. This guide shows you how to move back and forth quickly, so you can manage learners, monitor progress, and troubleshoot issues efficiently.

Step 1. Access EnGen

Go to learner.engen.cloud. This opens the platform as learners see it; Admins can view courses, progress, and resources from their perspective.

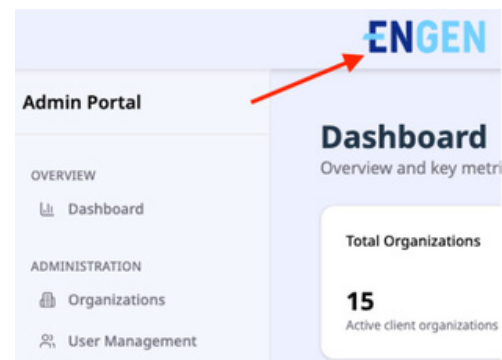
Step 2. Enter the Admin Portal

Click your name in the top right corner. From the menu, select Admin Portal. This opens the Admin Portal, your central hub for managing learners and program settings.



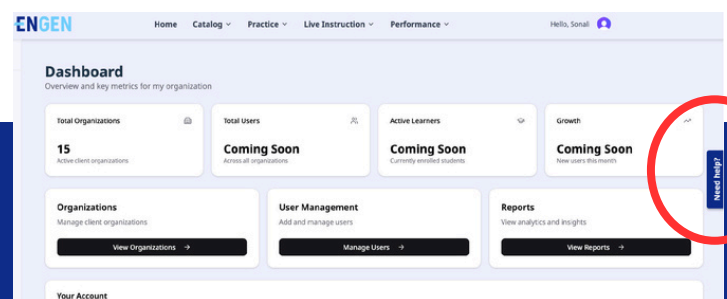
Step 3. Return to the Learner View

To go back to the learner view, click the EnGen logo at the top left. This lets you quickly toggle between learner and admin perspectives.



Need Help?

Click on the blue **Get Help** button to the right of the page or email help@getengen.com.

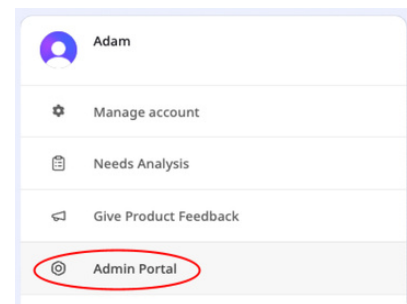


How to Add a New Learner or Admin

As a client administrator for EnGen, you can enroll new learners or other admins as-needed.

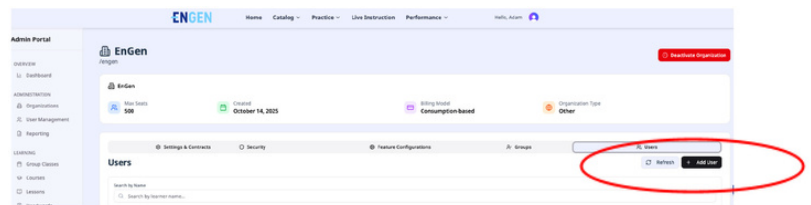
Step 1. Log in to Admin Portal

Log in at learner.engen.cloud. Click your name in the top right corner. From the menu, select Admin Portal. This opens the Admin Portal, your central hub for managing learners and program settings.



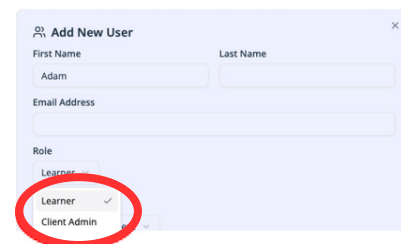
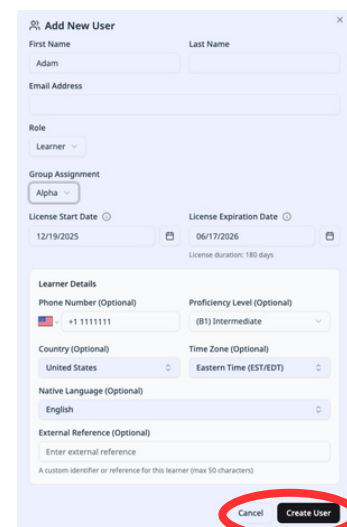
Step 2. Click “Add User”

In the Admin Portal, click the “Users” button on the right side of the page, and then the “Add User” button.



Step 3. Create the User

In the form, complete all the required fields. Note that you may choose the Learner or Client Admin Role. When you have filled in all fields, click **Create User**. The new user will get an email with log-in information.

Step 4. View the User

You have now created a new user! The newly created user will appear at the top of your organization's user list. Click anywhere on that user's record row to enter and modify their profile.

Users							
Settings & Contracts Security Feature Configurations Groups Users							
Refresh Add User							
Search by Name							
Search by learner name...							
Role Status Group							
All roles All statuses All groups							
Name	Email	Role	Status	Proficiency Level	Group	License Expires	Created
Adam		Learner	ACTIVE	(B1) Intermediate	Alpha	June 17, 2026	Dec 19, 2025

Adam

Impersonate Send Invitation ACTIVE Learner

User Overview

Email Role Learner Created December 19, 2025 3:44 PM Last Updated December 19, 2025 3:44 PM

Details Organization Group Performance Progress

User Details Edit User Deactivate User

Personal Information

First Name Adam Last Name Status ACTIVE

Email Address

License Information

License Start Date December 19, 2025 License Expiration Date June 17, 2026

Need Help?

Click on the blue **Get Help** button to the right of the page or email help@getengen.com.

Home Catalog Practice Live Instruction Performance Hello, Sonal

Dashboard

Overview and key metrics for my organization

Total Organizations 15 Active client organizations

Total Users Coming Soon Across all organizations

Active Learners Coming Soon Currently enrolled students

Growth Coming Soon New users this month

Organizations Manage client organizations View Organizations

User Management Add and manage users Manage Users

Reports View analytics and insights View Reports

Your Account

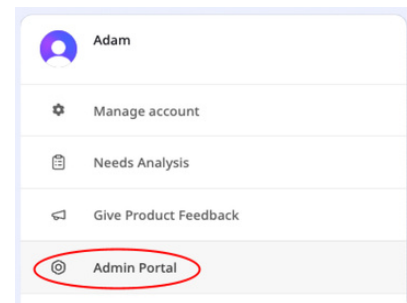
Need Help?

How to Update a Learner's Profile including their Proficiency Level

As a client admin for EnGen, you can update a learner account as needed, including their proficiency level.

Step 1. Log in to Admin Portal

Log in at learner.engen.cloud. Click your name in the top right corner. From the menu, select Admin Portal. This opens the Admin Portal, your central hub for managing learners and program settings.



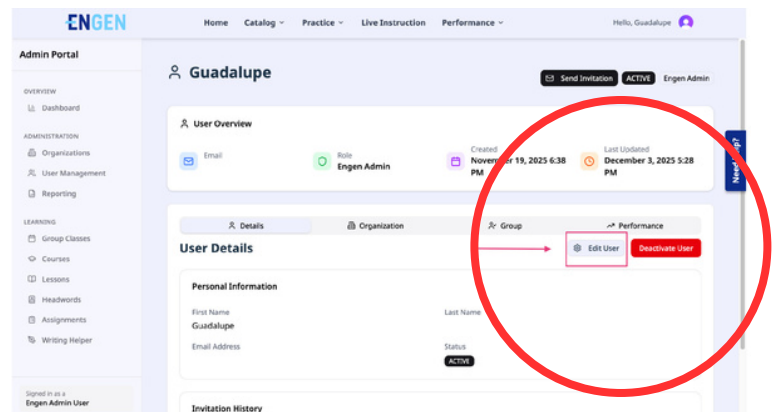
Step 2. Find the User

Search for the learner or admin by name in the search field in the upper left corner. The user will appear at the top of your organization's user list. Click anywhere on that user's record row to enter their profile.



Step 3. Click "Edit User"

Click the "Edit User" button on the right side of the User Details section.



Step 4. Make and Save Your Updates

Make your changes to the learner's profile, such as changing their proficiency level. Be sure to scroll down and click the **"Update User"** button to apply the update.

Edit User

Update the user's information and settings.

First Name

Last Name

Role

Status

Group Assignment

License Start Date

License Expiration Date

License duration: 180 days

Learner Details

Phone Number (Optional)

Country (Optional)

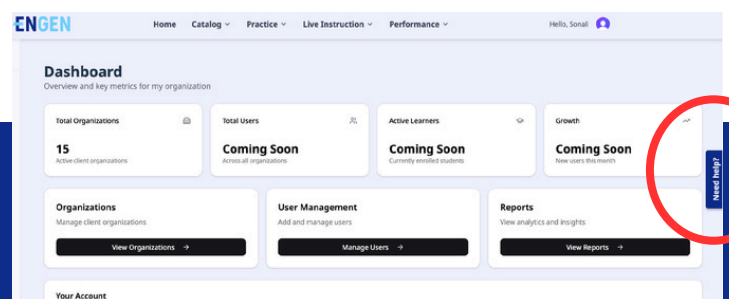
Native Language (Optional)

Proficiency Level (Optional)

Time Zone (Optional)

Need Help?

Click on the blue **Get Help** button to the right of the page or email help@getengen.com.

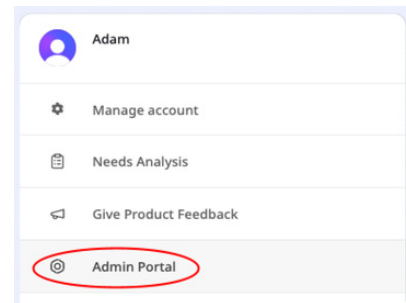


How to Deactivate a Learner or Admin

As a client administrator for an EnGen program, you may also deactivate learners or other admins.

Step 1. Log in to Admin Portal

Log in at learner.engen.cloud. Click on your name in the top right corner, and then click “Admin Portal” in the drop-down menu.



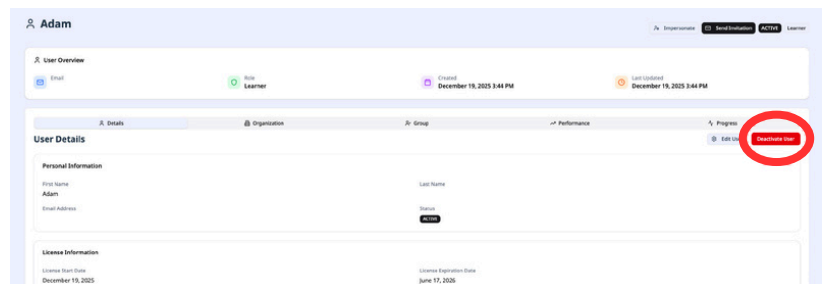
Step 2. Find the User

Search for the learner or admin by name in the search field in the upper left corner. The user will appear at the top of your organization's user list. Click anywhere on that user's record row to enter their profile.



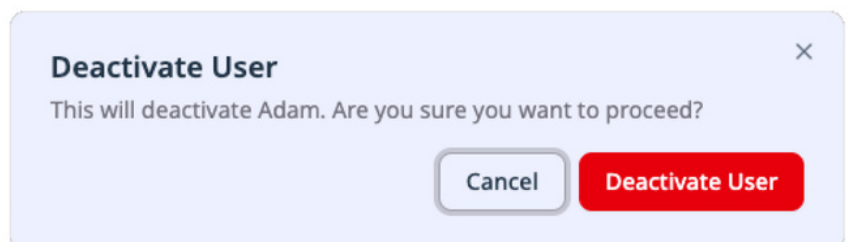
Step 3. Deactivate the User

In the user's profile, click the “Deactivate User” red button on the right side.



Step 4. Confirm Deactivation

The system will ask you to confirm the request to deactivate the user. Click the red “Deactivate User” button again.

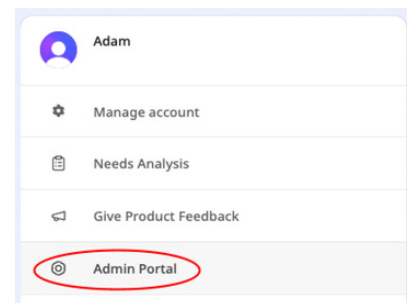


How to View Inactive Learners and Reactivate a Learner's Account

As a client administrator for an EnGen program, you may view expired users and reactivate learners as needed.

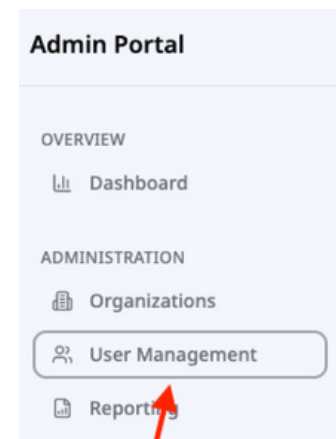
Step 1. Log in to Admin Portal

Log in at learner.engen.cloud. Click on your name in the top right corner, and then click “Admin Portal” in the drop-down menu.



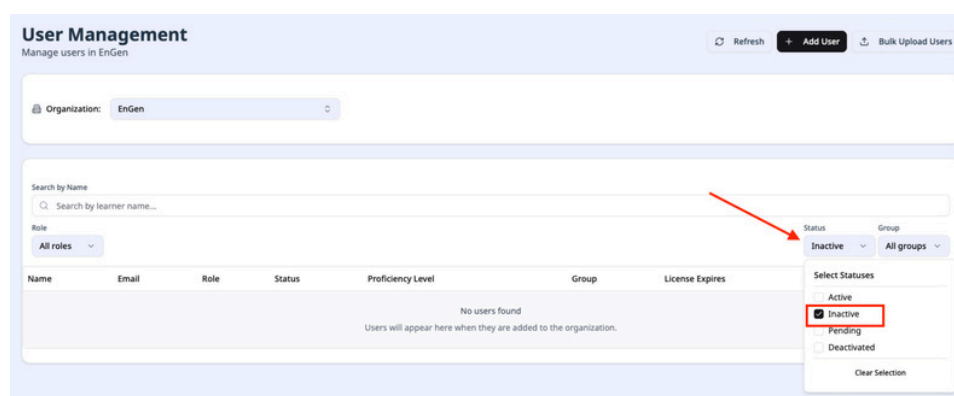
Step 2. Find Inactive (i.e., Deactivated) Users

Once in the admin portal, you will see the menu bar on the left side. Under Administration, click on **User Management**.



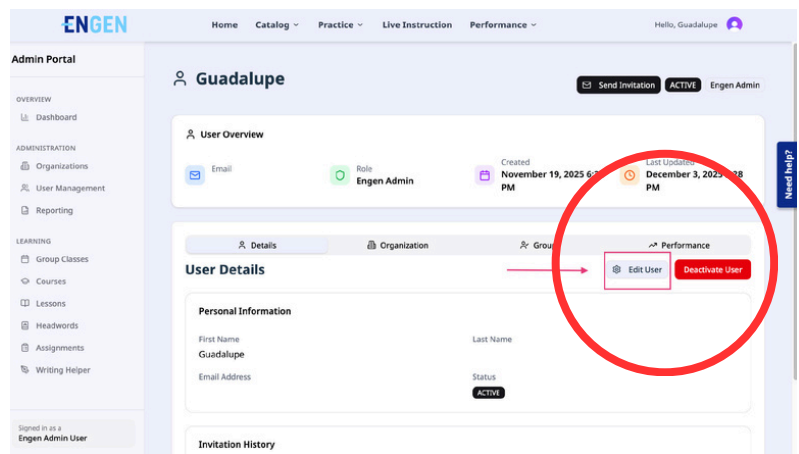
Step 3. Filter by Inactive User Status

On the right side, you will see the “status” option. Click on “**status**” and then select the Inactive option. This will show you all the learners whose program/license has expired.

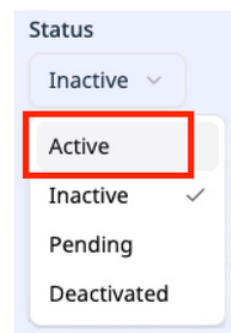


Step 4. Reactivate the learner account

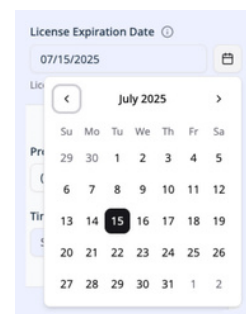
To reactivate an account, click on the learner whose status you would like to change. This will send you to a learner's profile. On the upper right, you will see an option that says **"Edit User."**



When you click on it, a pop-up window will appear. Click under **Status**, and change to **Active**.

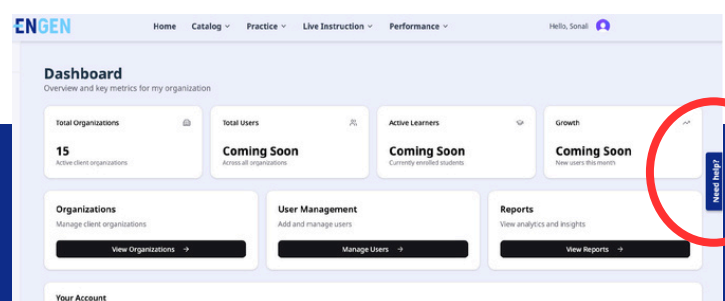


Make sure to also change the **License Expiration Date** to the new date in which the students program will end.



Need Help?

Click on the blue **Get Help** button to the right of the page or email help@getengen.com.



Feature Groups in EnGen

What are Feature Groups and why are they useful?

Feature Groups allow you to organize learners within your organization into smaller groups. This is especially helpful when:

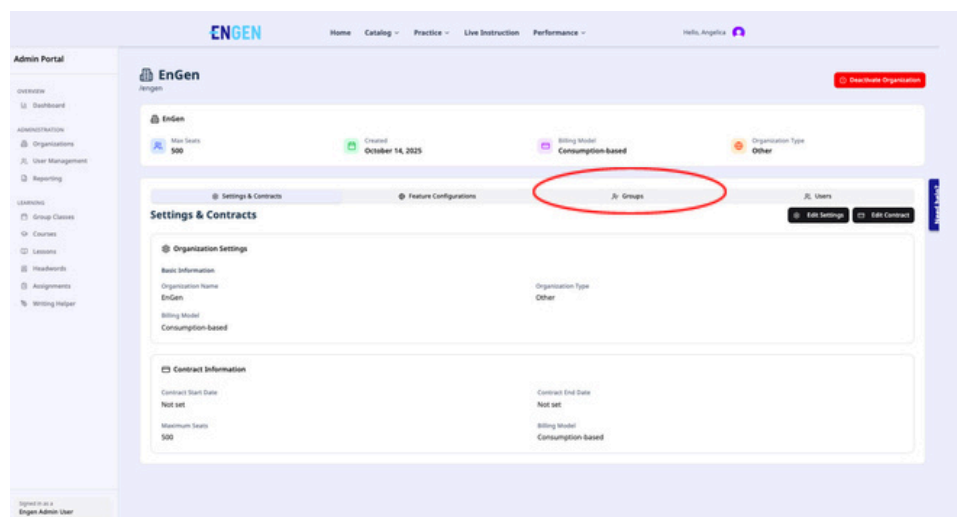
- Learners in a group will be assigned specific content or courses.
- Learners belong to the same cohort, department, or initiative.
- You want to track progress, engagement, and performance at the group level instead of viewing data for the entire organization.

Feature Groups make reporting clearer and help admins and managers better understand how a specific group of learners is progressing.

How to Create a Feature Group

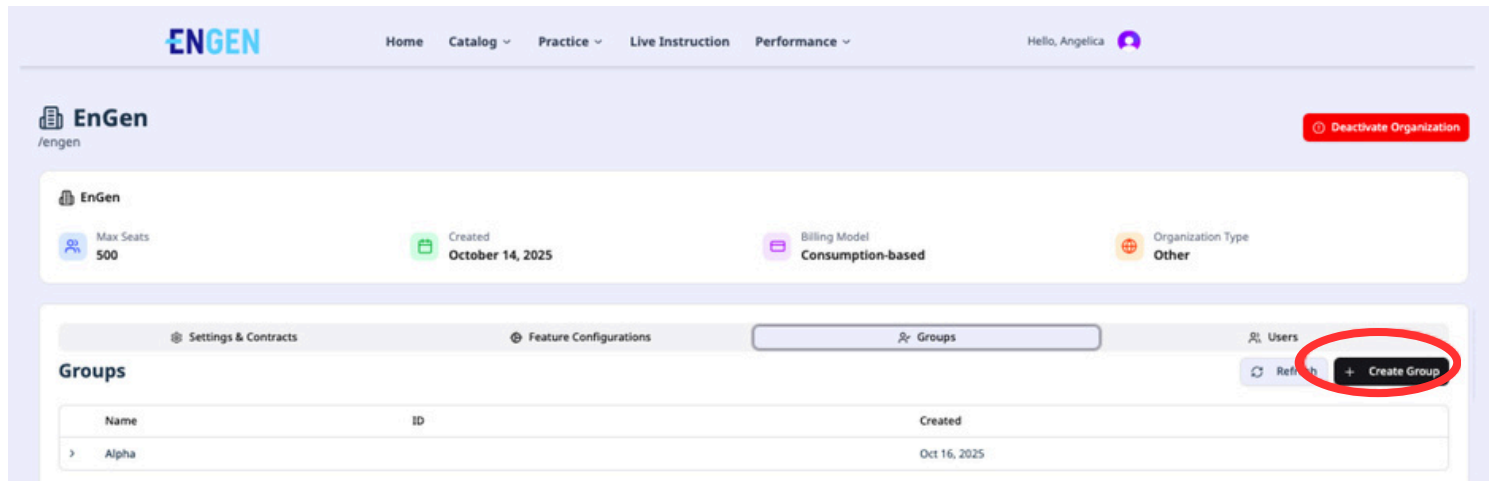
Step 1. Go to “Groups”

From your Organization Admin Portal, click on the **Groups** tab.



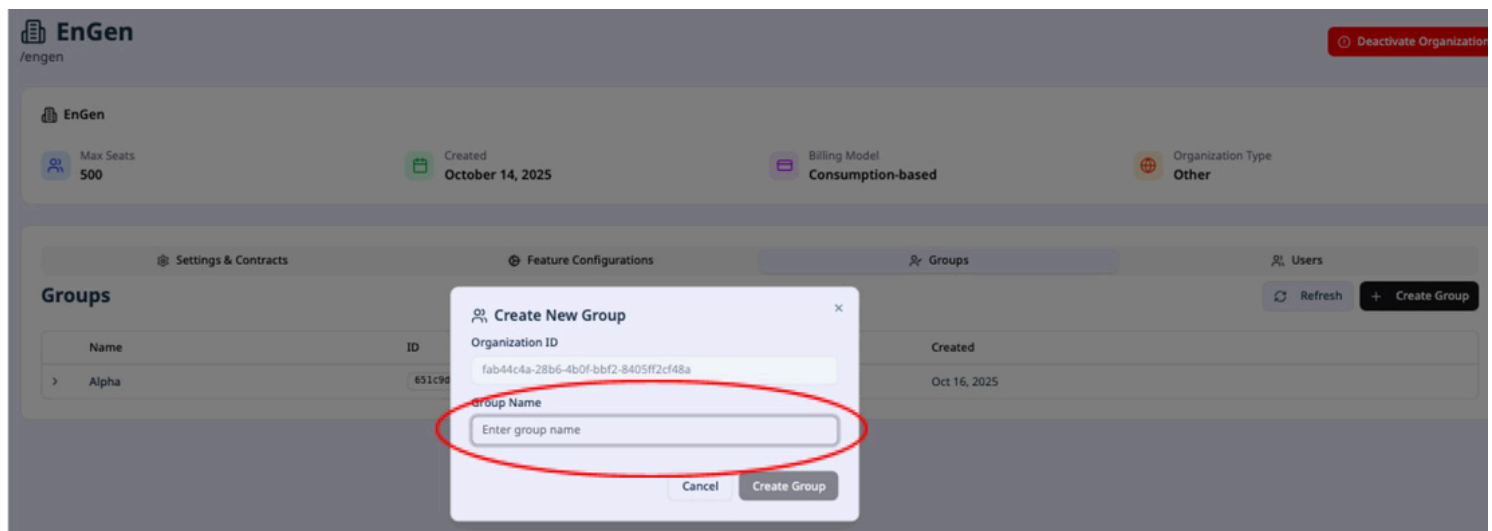
Step 2. Create a New Group

Once inside the Groups section, click **Create Group** in the top-right corner.



Step 3. Name the Group

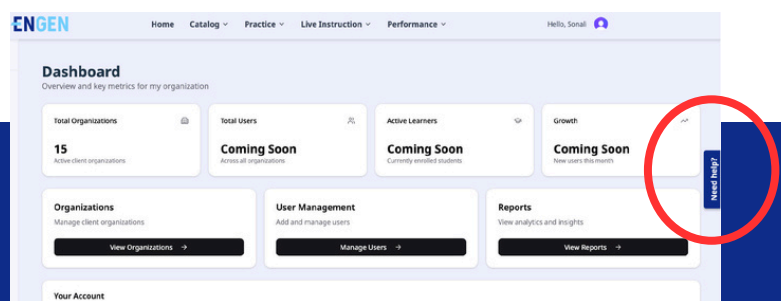
Enter the Group Name (e.g., *Warehouse Supervisors*, *Cohort A*, or *ESL Beginners*) and click **Create Group**.



That's it! Your Feature Group is now ready to use. You can add learners and manage content for this group.

Need Help?

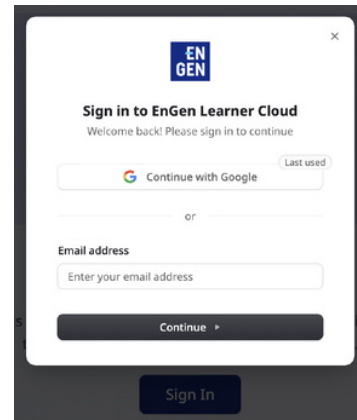
Click on the blue **Get Help** button to the right of the page or email help@getengen.com.



Getting Started as an EnGen Learner

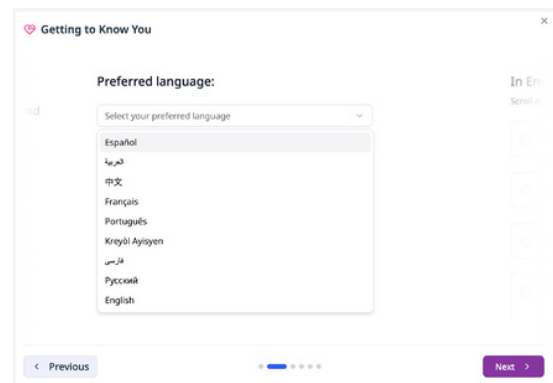
Step 1. Sign In

Go to the website learner.engen.cloud and log in using either your email address or your Google account. If you use your email address, you will need to create a password.



Step 2. Answer a Few Questions

Answer the questions, using the purple **Next** button to move on to the next question. This will help us recommend the right courses for you!



Step 3. Take an Assessment

You may be asked a series of questions to help us understand your English level.

Step 4. Sign Up for a Course

Start learning!

Need Help?

You can get help anytime by clicking on the blue **Need Help?** button on the right of the screen to ask questions or find the FAQ. You can also email us anytime at help@getengen.com.



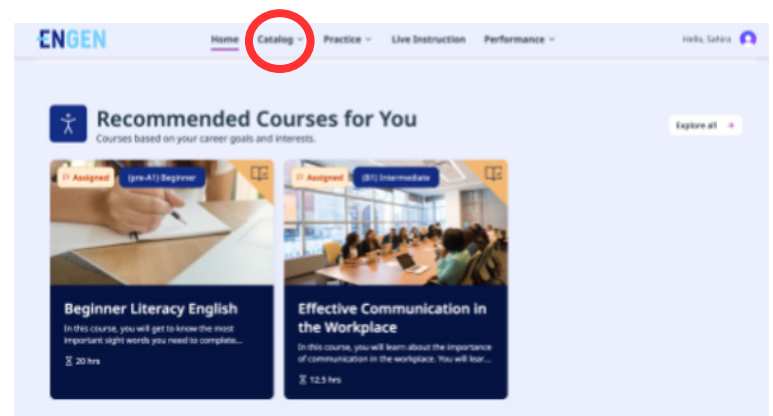
How do I Start a Course?

Step 1. Find a Course

On the home page, scroll down until you see **Recommended Courses For You** and **Your Assigned Courses**. You can take any of these courses by clicking on them.



You can also look through all courses or find a specific one. Click on **Catalog** at the top and then on **Courses: Browse all Available Courses**.

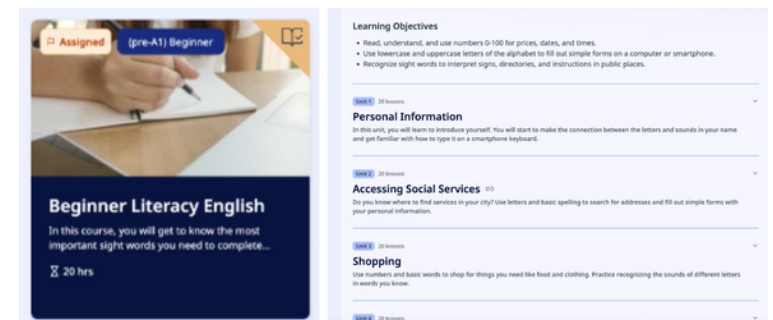


Scroll down to the **Search Courses** box. You can search for the course by name, or filter by English level or career.



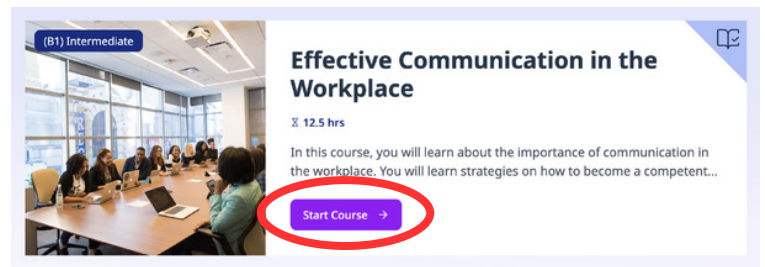
Step 2. Choose a Course

Once you find a course you want to take, click on it. You should see the course units, lessons, and learning objectives.



Step 3. Start the Course

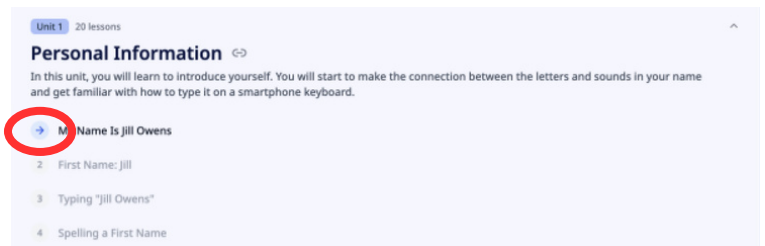
To start the course, click the purple button saying 'Start Course'



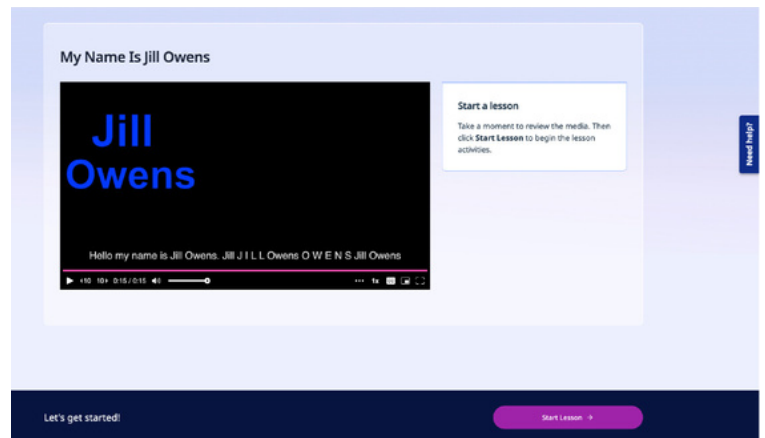
Step 4. Start Learning

To take your first lesson, scroll down to where it says **unit one**. If you cannot see the list of lessons, click on the **small arrow on the right**.

Once you can see the lessons, the **blue arrow** will show which lesson you are currently on.



Start learning by **clicking on the first lesson** and following the instructions.



Questions?

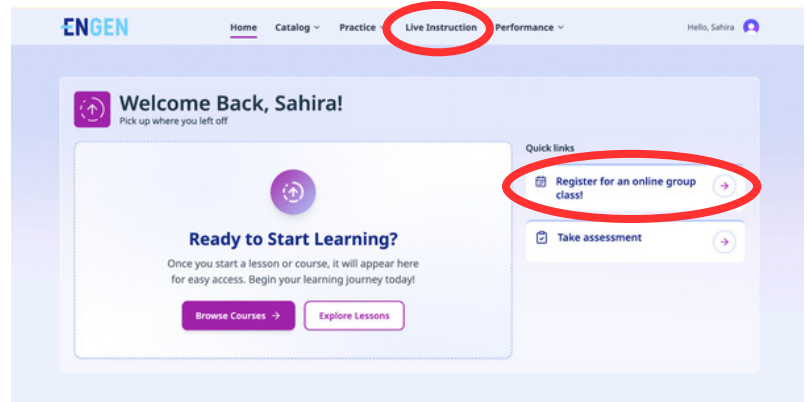
Email: help@getengen.com

How do I Take Live Group Classes?

Step 1. Go to the Group Classes Section of EnGen

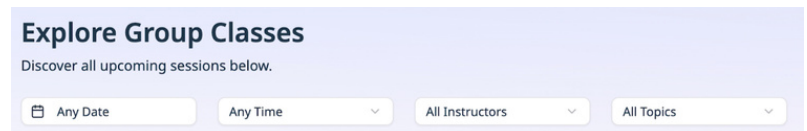
On the home page click the **Register for an online group class!** button in the Quick Links section on the left. You can also click **Live Instruction** at the top and go to **Group Classes**. You may have to scroll down past the section on Your Upcoming Live Sessions.

You will only see the option for group classes if you have access to them. If you are unsure, please ask your organization's administrator or email us at help@getengen.com.



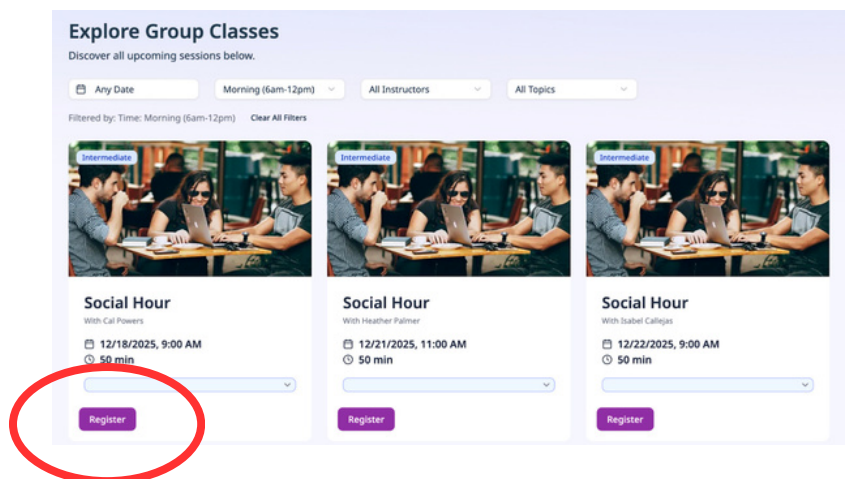
Step 2. Choose Classes that Meet Your Needs

You can filter the classes by date, time, instructor, and topic to choose what is best for you.



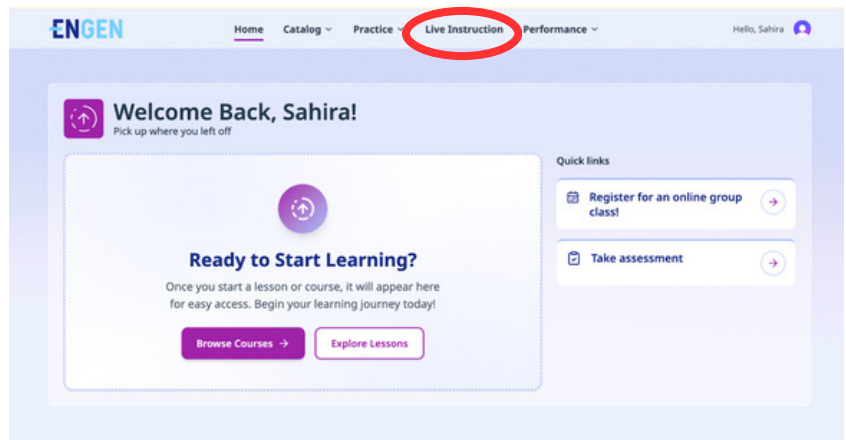
Step 3. Register

Click the purple **Register** button for the course you want to take



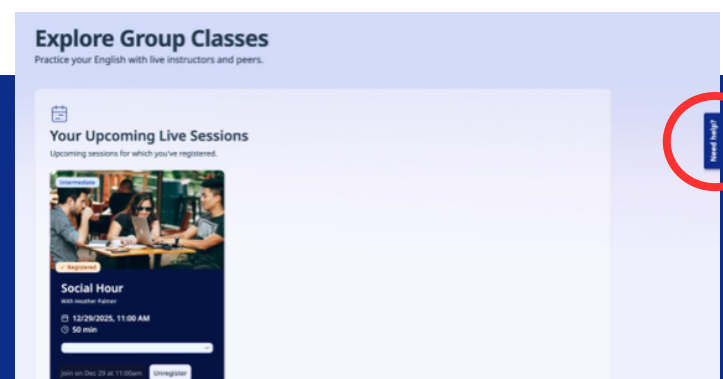
Step 4. Come Back When Your Class is Starting

Make sure to log back in on the day and time your group class starts. Go to **Live Instruction** at the top of the screen and click on “**Group Classes**” to see “Your Upcoming Live Sessions.”



Need Help?

You can get help anytime by clicking on the blue **Need Help?** button on the right of the screen to ask questions or find the FAQ. You can also email us anytime at help@getengen.com.

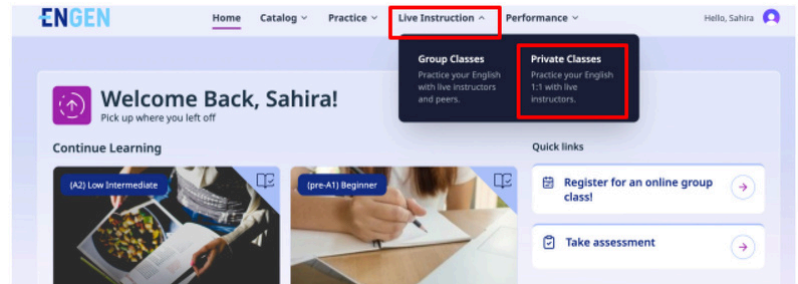


How do I Take Private Classes?

Step 1. Go to the Private Classes Section

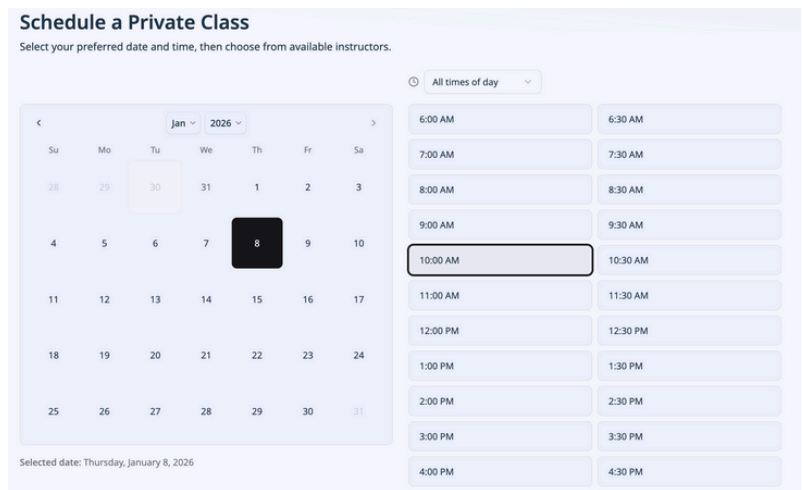
Click on **Live Instruction** at the top and go to **Private Classes**.

You will only see the option for private classes if you have access to them. If you are unsure, please ask your organization's administrator or email us at help@getengen.com.



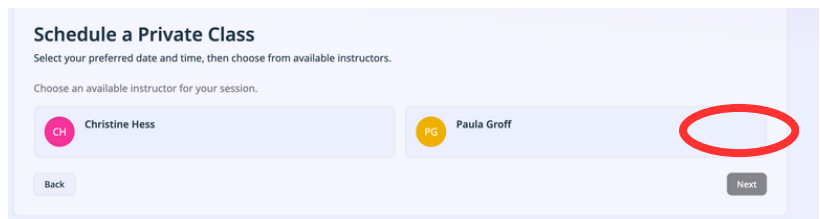
Step 2. Choose a Time that Works for You

The times will be the time zone of your computer. So if your computer is set to California time, the times shown will be in California time.



Step 3. Choose Your Teacher

Click on the teacher that works best for you, and click on **Next**.



Step 4. Review & Confirm Your Session

Choose what you want to focus on with your teacher: grammarm conversations, role-play, or writing. Then click on **“Confirm Session”**

Review your session
Confirm your class details below.

Class date
Thursday, January 8, 2026 Edit

Class time
10:00 AM - 10:30 AM (30 minutes) Edit

Instructor
 Christine Hess Edit

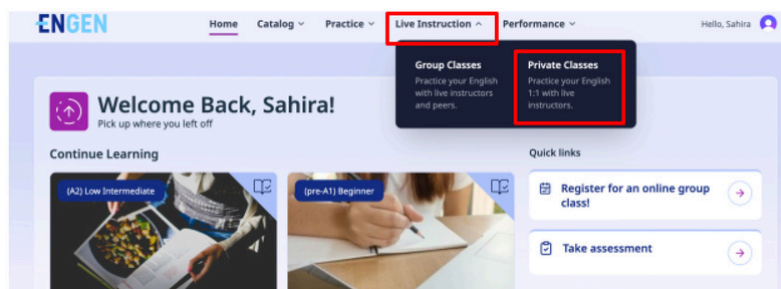
Focus of class
Select a focus ▼

- Grammar
- Conversation
- Role-Play
- Writing

Confirm session

Step 5. Come Back When Your Class is Starting

Make sure to log back in on the day and time your private class starts. Go to **Live Instruction** at the top of the screen and click on **“Private Classes”** to see “Your Upcoming Live Sessions.”



Need Help?

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