

# 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](mailto:help@getengen.com)

# Table of Contents

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.

## Getting Started

- [Getting Started: The Admin Portal](#)

## Managing Learners

- [How to Add a New Learner or Admin to EnGen](#)
- [How to Update a Learner's Profile including their Proficiency Level](#)
- [How to Deactivate a Learner or Admin](#)
- [How to View Inactive Learners and Reactivate a Learner's Account](#)

## Courses and Feature Groups

- [Feature Groups in EnGen](#)

## Learner Instructions

- [Getting Started as an EnGen Learner](#)
- [How do I Start a Course?](#)
- [How do I Take Live Group Classes?](#)
- [How do I Take Private Classes?](#)

## Questions?

Email: [help@getengen.com](mailto:help@getengen.com)

# Getting Started: The Admin Portal

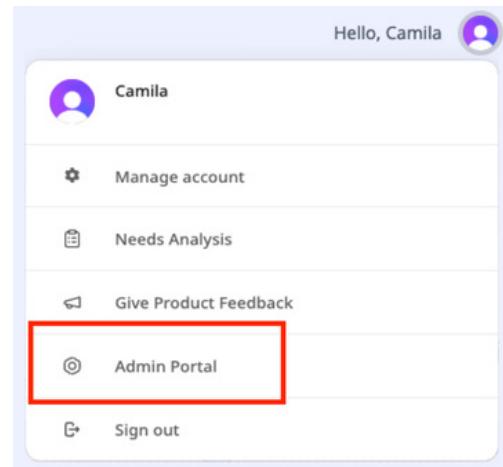
The new EnGen platform allows you to easily switch between the Admin Portal and Learner Portal to manage your program and see the platform from a learner's perspective. This guide shows you how to move back and forth quickly, so you can manage learners, monitor progress, and troubleshoot issues efficiently.

## Step 1. Access EnGen

Go to [learner.engen.cloud](https://learner.engen.cloud). This opens the platform as learners see it; Admins can view courses, progress, and resources from their perspective.

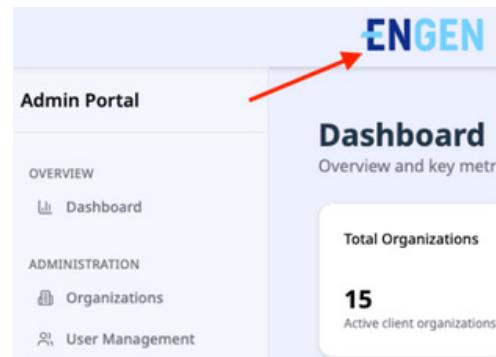
## Step 2. Enter the Admin Portal

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.



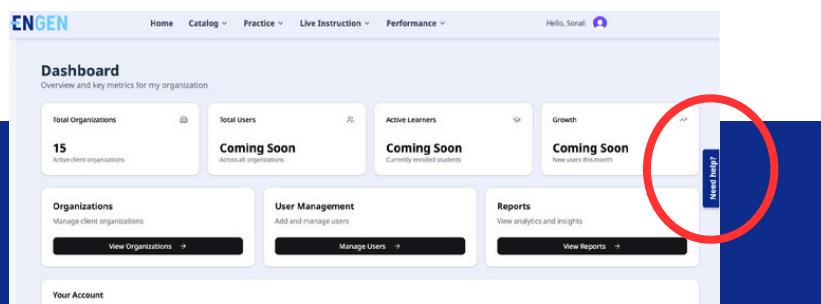
## Step 3. Return to the Learner View

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](mailto:help@getengen.com).

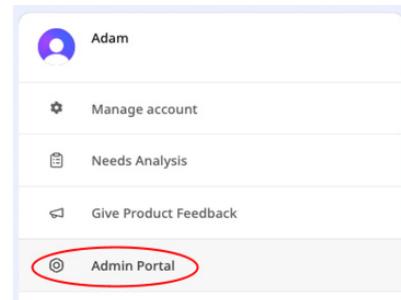


# How to Add a New Learner or Admin

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

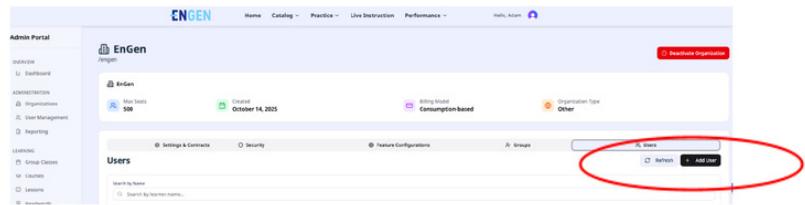
## Step 1. Log in to Admin Portal

Log in at [learner.engen.cloud](https://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”

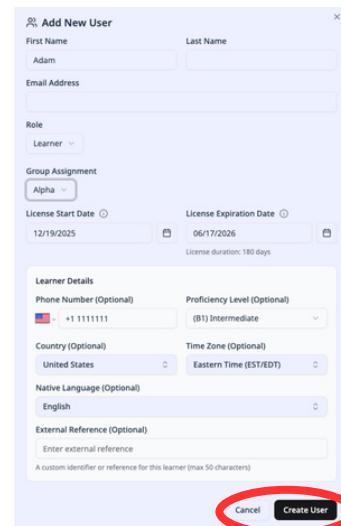
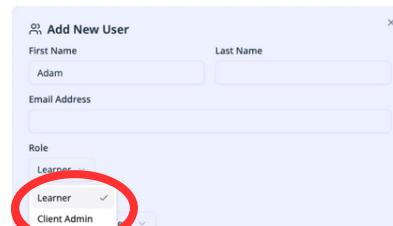
In the Admin Portal, click the “**Users**” button on the right side of the page, and then the “Add User” button.



## Step 3. Create the User

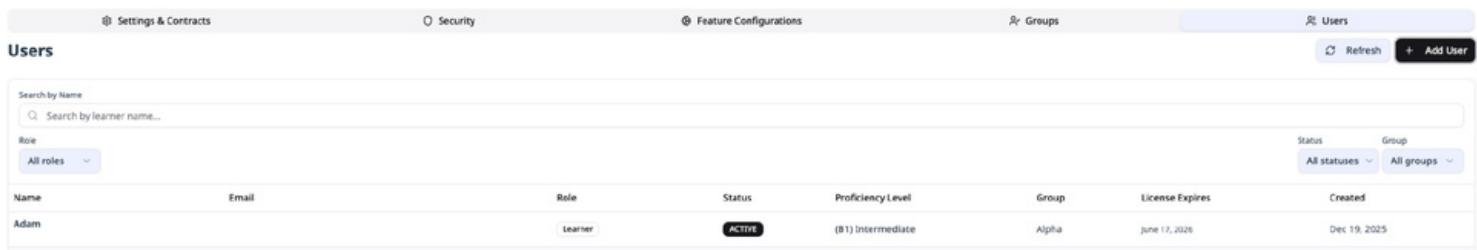
In the form, complete all the required fields. Note that you may choose the Learner or Client Admin Role. When you have filled in all fields, click

**Create User.** The new user will get an email with log-in information.

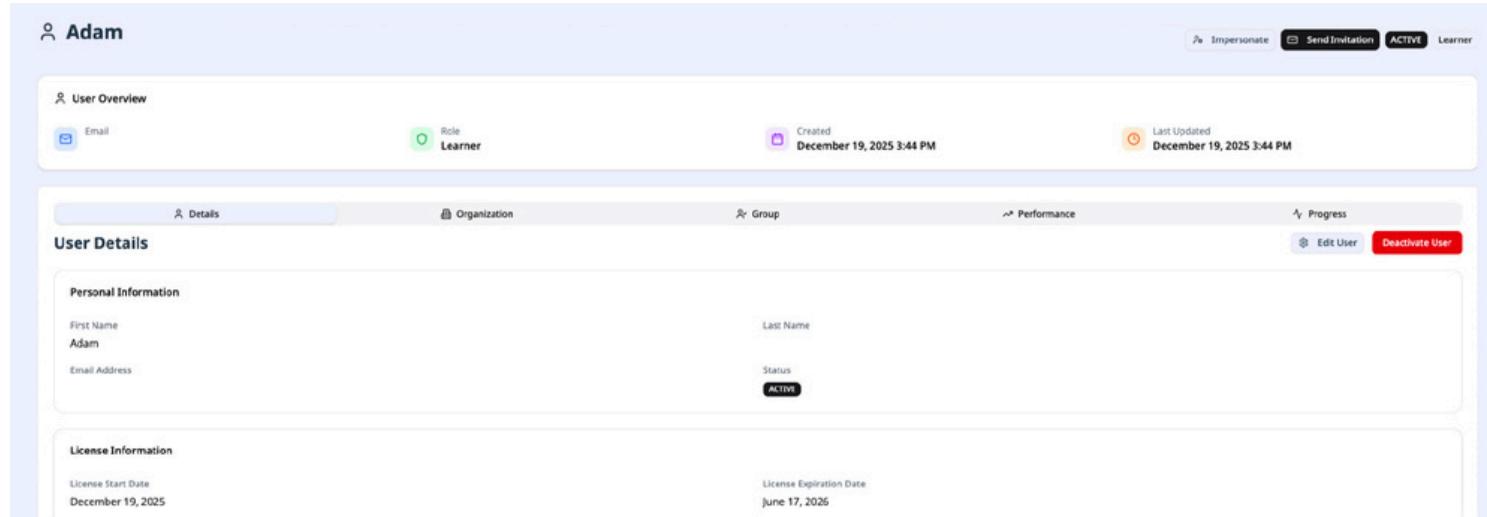


## Step 4. View the User

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 |       | Status  |        | Group             |       | License Expires |              | Created      |            |
|-------|-------|---------|--------|-------------------|-------|-----------------|--------------|--------------|------------|
| Name  | Email | Role    | Status | Proficiency Level | Group | License Expires | Created      | Status       | Group      |
| Adam  |       | Learner | ACTIVE | (B1) Intermediate | Alpha | June 17, 2026   | Dec 19, 2025 | All statuses | All groups |



**Adam**

User Overview

Email: [Email](#) Role: **Learner** Created: **December 19, 2025 3:44 PM** Last Updated: **December 19, 2025 3:44 PM**

**User Details**

Personal Information

|                  |                       |
|------------------|-----------------------|
| First Name: Adam | Last Name:            |
| Email Address:   | Status: <b>ACTIVE</b> |

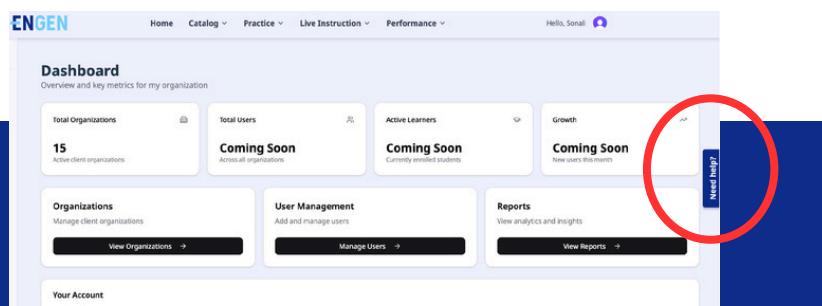
License Information

|                                       |  |
|---------------------------------------|--|
| License Start Date: December 19, 2025 | License Expiration Date: June 17, 2026 |
|---------------------------------------|--|

Details Organization Group Performance Progress Edit User Deactivate User

## Need Help?

Click on the blue **Get Help** button to the right of the page or email [help@getengen.com](mailto:help@getengen.com).

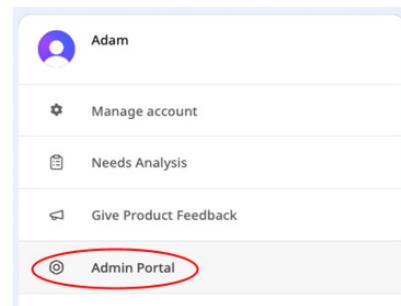


# How to Update a Learner's Profile including their Proficiency Level

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](https://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.

| Name | Email | Role    | Status | Proficiency Level | Group | License Expires | Created      |
|------|-------|---------|--------|-------------------|-------|-----------------|--------------|
| Adam |       | Learner | ACTIVE | (B1) Intermediate | Alpha | June 17, 2026   | Dec 19, 2025 |

## Step 3. Click "Edit User"

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

ENGREN

Admin Portal

OVERVIEW

ADMINISTRATION

LEARNING

Invitation History

Signed in as a Engen Admin User

Home Catalog Practice Live Instruction Performance

Hello, Guadalupe

Send Invitation ACTIVE Engen Admin

Guadalupe

User Overview

User Details

Organization

Group

Performance

Edit User

Deactivate User

Personal Information

First Name: Guadalupe

Last Name:

Email Address:

Status: ACTIVE

## 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.

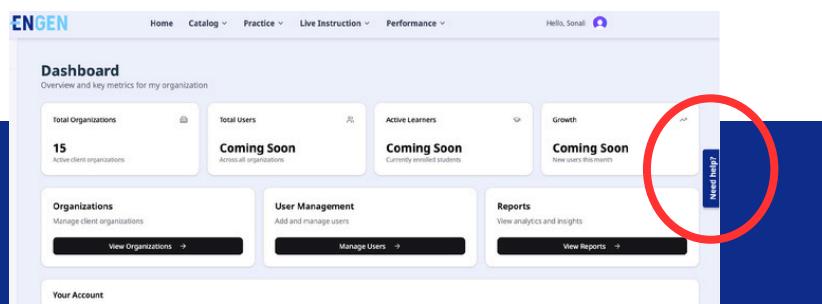
**Edit User**  
Update the user's information and settings.

|   |   |
|---|---|
| First Name  | Last Name   |
| Role  |   |
| Learner   | Status  |
| Group Assignment  |   |
| License Start Date <span style="color: #808080;">(i)</span> |   |
| 03/20/2025  | <span style="color: #808080;">(i)</span> 03/20/2026 |
| License duration: 180 days                                  |   |
| Learner Details   |   |
| Phone Number (Optional)                                     | Proficiency Level (Optional)                        |
| <span style="color: #808080;">(i)</span> +1                 | (A2) Low Intermediate                               |
| Country (Optional)  | Time Zone (Optional)                                |
| Select country  | Select time zone                                    |
| Native Language (Optional)                                  |   |

A red arrow points from the "License duration: 180 days" text to the "Proficiency Level (Optional)" field, which is highlighted with a red border.

## Need Help?

Click on the blue **Get Help** button to the right of the page or email [help@getengen.com](mailto:help@getengen.com).

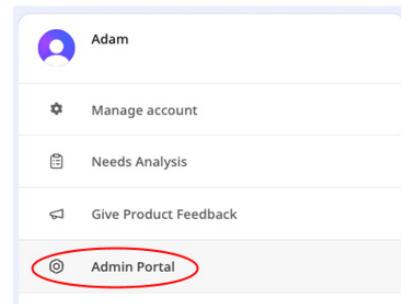


# How to Deactivate a Learner or Admin

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](https://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

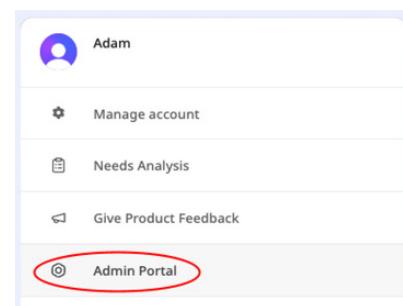
The system will ask you to confirm the request to deactivate the user. Click the red “Deactivate User” button again.

# 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.

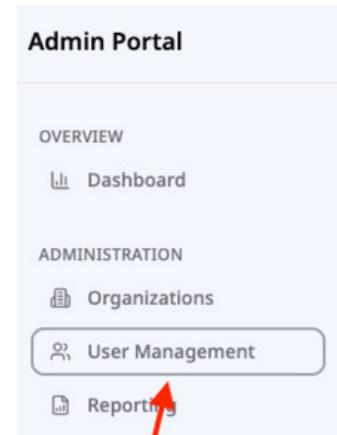
## Step 1. Log in to Admin Portal

Log in at [learner.ingen.cloud](https://learner.ingen.cloud). Click on your name in the top right corner, and then click “Admin Portal” in the drop-down menu.



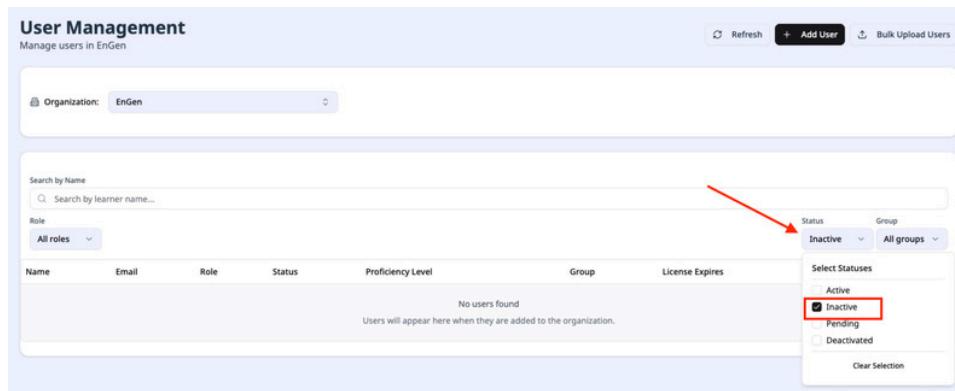
## Step 2. Find Inactive (i.e., Deactivated) Users

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



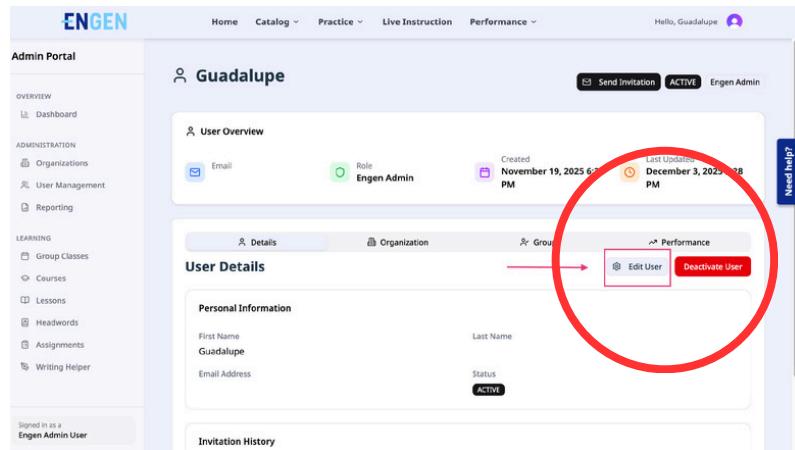
## Step 3. Filter by Inactive User Status

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.



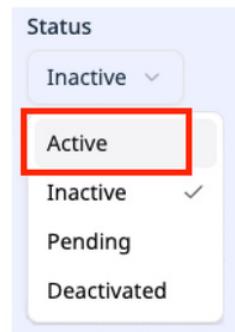
## Step 4. Reactivate the learner account

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.”**

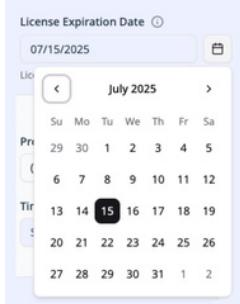


The screenshot shows the ENGEN Admin Portal. On the left, a sidebar lists categories: Overview, Administration, Learning, and Reporting. The main area is titled 'Guadalupe' and shows 'User Overview' with details: Email (guadalupe), Role (Engen Admin), Created (November 19, 2025 6:27 PM), and Last Updated (December 3, 2025 2:28 PM). Below this is the 'User Details' section, which includes 'Personal Information' (First Name: Guadalupe, Last Name: , Email Address: , Status: ACTIVE). At the bottom right of the main area, there are 'Edit User' and 'Deactivate User' buttons, both of which are highlighted with a red circle and an arrow pointing to them.

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

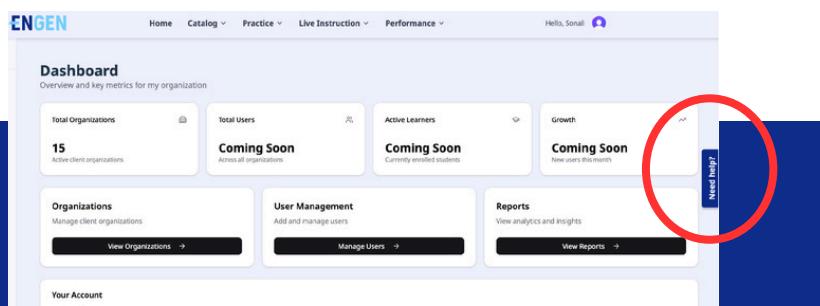


Make sure to also change the **License Expiration Date** to the new date in which the students program will end.



## Need Help?

Click on the blue **Get Help** button to the right of the page or email [help@getengen.com](mailto:help@getengen.com).



The screenshot shows the ENGEN Dashboard. It features a 'Dashboard' section with metrics: Total Organizations (15), Total Users (Coming Soon), Active Learners (Coming Soon), and Growth (Coming Soon). Below this are sections for 'Organizations', 'User Management', and 'Reports', each with a 'View [Section]' button. At the bottom right of the dashboard, there is a blue 'Get Help' button, which is highlighted with a red circle.

# 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:

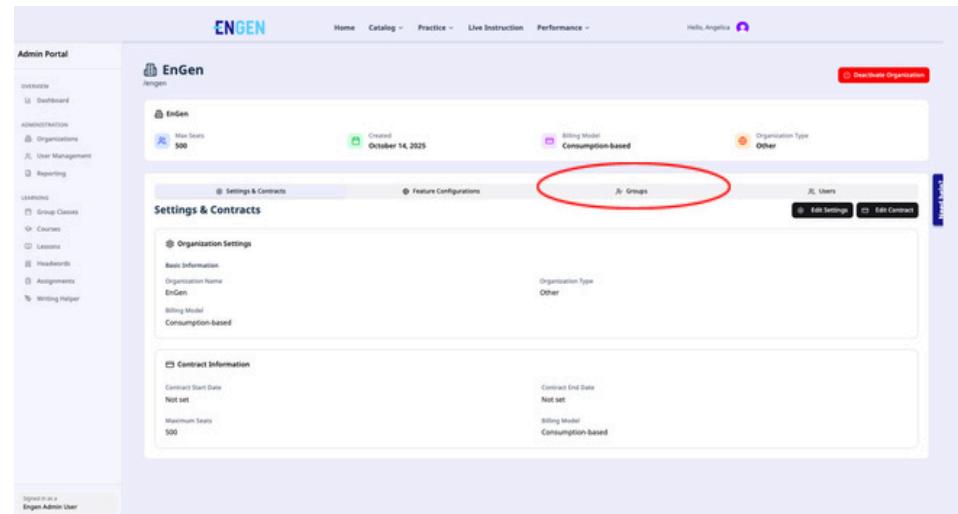
- Learners in a group will be assigned specific content or courses.
- Learners belong to the same cohort, department, or initiative.
- You want to track progress, engagement, and performance at the group level instead of viewing data for the entire organization.

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”

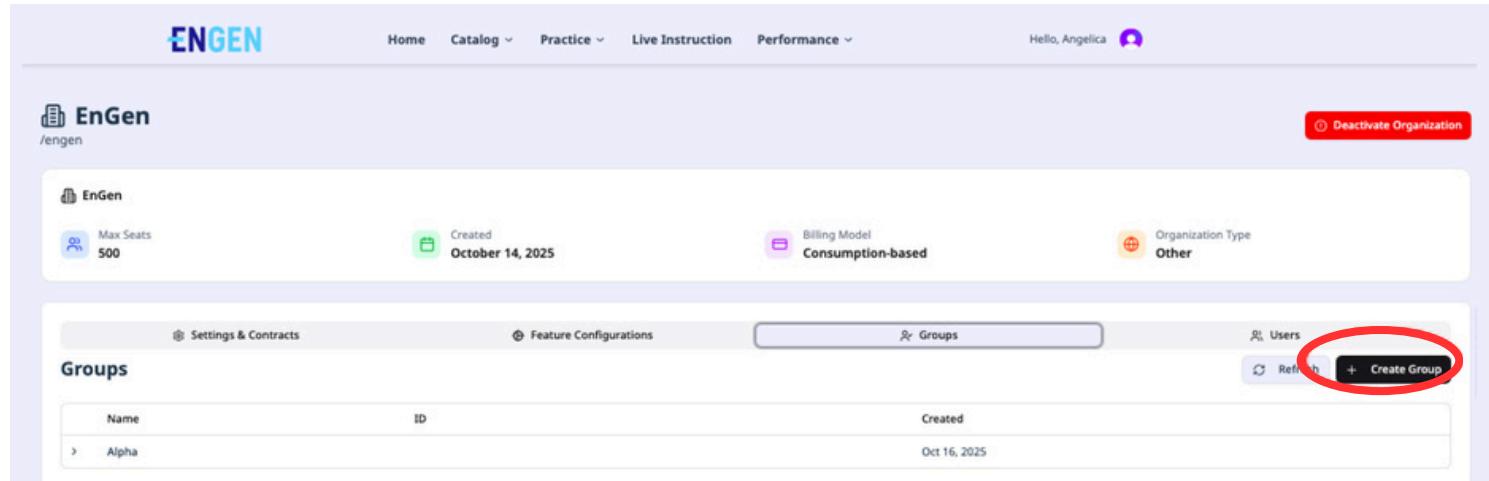
From your Organization Admin Portal, click on the **Groups** tab.



The screenshot shows the EnGen Admin Portal interface. On the left, a sidebar menu includes 'OVERVIEW', 'Dashboard', 'ADMINISTRATION' (with 'Organizations' and 'User Management' sub-options), 'LEARNING' (with 'Group Classes', 'Courses', 'Lessons', 'Headwords', 'Assignments', and 'Writing Helper' sub-options), and 'REPORTING'. The main content area is titled 'ENGEN' and shows 'Main Seats 500', 'Created October 14, 2025', 'Billing Model Consumption-based', and 'Organization Type Other'. Below this, a 'Settings & Contracts' section is visible, with a red oval highlighting the 'Groups' tab in the top navigation bar. The 'Groups' tab is part of a larger navigation bar that also includes 'Settings & Contracts', 'Feature Configurations', and 'Users'. At the bottom of the main content area, there are sections for 'Organization Settings' (Basic Information: Organization Name 'EnGen', Billing Model 'Consumption-based') and 'Contract Information' (Contract Start Date 'Not set', Contract End Date 'Not set', Maximum Seats '500', Billing Model 'Consumption-based'). A footer at the bottom left indicates 'Signed in as a EnGen Admin User'.

## Step 2. Create a New Group

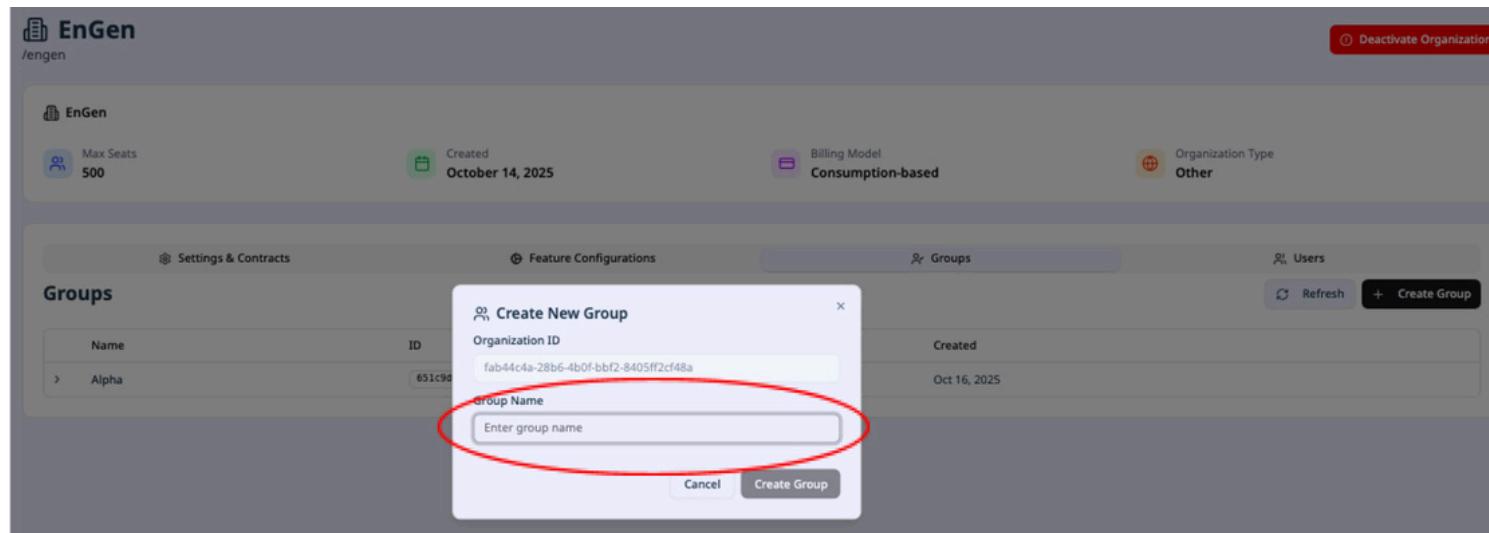
Once inside the Groups section, click **Create Group** in the top-right corner.



The screenshot shows the EnGen platform interface. At the top, there is a navigation bar with links for Home, Catalog, Practice, Live Instruction, and Performance. On the right, it says "Hello, Angelica" and has a "Deactivate Organization" button. Below the navigation is the "EnGen" logo and the organization name "jengen". The main content area is titled "Groups". It displays a table with one row, "Alpha", under the "Name" column. At the top right of the table is a "Create Group" button, which is circled in red. Above the table, there are tabs for "Settings & Contracts", "Feature Configurations", "Groups" (which is selected and highlighted in blue), and "Users". Below the table, there are sections for "Billing Model" (Consumption-based) and "Organization Type" (Other).

## Step 3. Name the Group

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

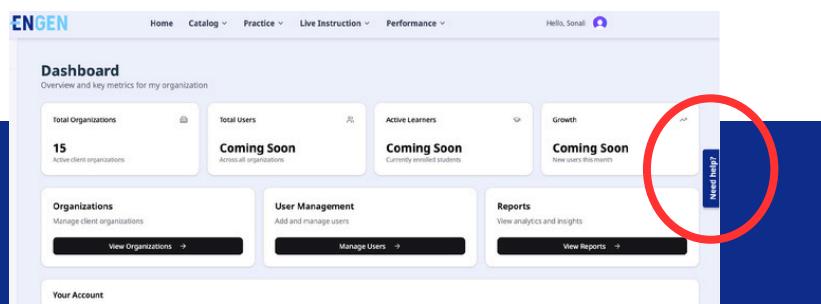


The screenshot shows the "Create New Group" dialog box. It has fields for "Organization ID" (with the value "fab44c4a-28b6-4b0f-bbf2-8405ff2cf48a") and "Group Name" (with the placeholder "Enter group name"). The "Group Name" field is circled in red. At the bottom of the dialog are "Cancel" and "Create Group" buttons.

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](mailto:help@getengen.com).

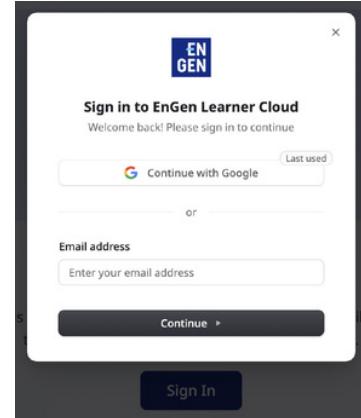


The screenshot shows the EnGen Dashboard. It features a "Dashboard" section with metrics like "Total Organizations" (15), "Total Users" (Coming Soon), "Active Learners" (Coming Soon), and "Growth" (Coming Soon). Below this are sections for "Organizations", "User Management", and "Reports", each with a "View [Section]" button. On the far right, there is a vertical sidebar with a "Get Help" button, which is circled in red.

# Getting Started as an EnGen Learner

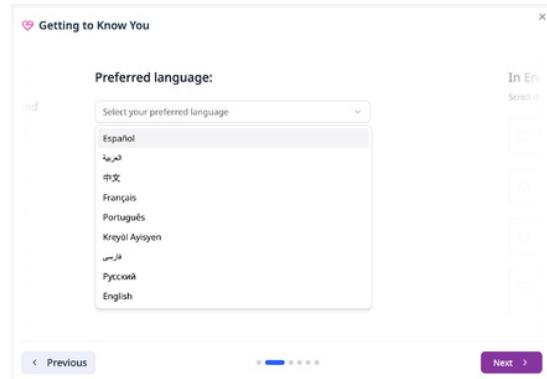
## Step 1. Sign In

Go to the website [learner.engen.cloud](https://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

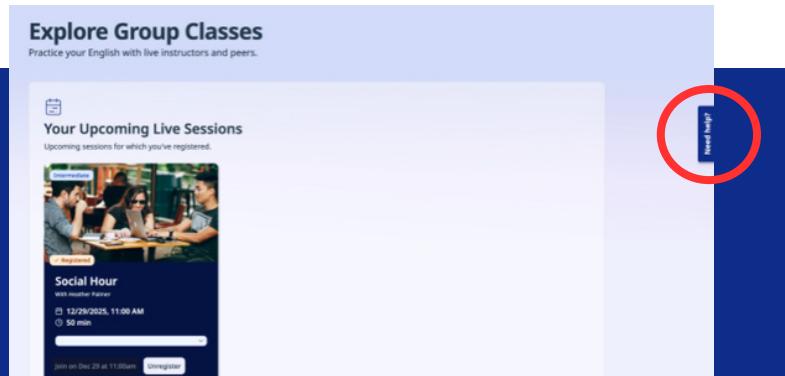
You may be asked a series of questions to help us understand your English level.

## 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](mailto: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.

**Your Assigned Courses**  
Required courses selected to help you strengthen your English skills.

**Beginner Literacy English**  
(pre-A1) Beginner  
In this course, you will get to know the most important sight words you need to complete...  
20 hrs

**Effective Communication in the Workplace**  
(B1) Intermediate  
In this course, you will learn about the importance of communication in the workplace. You will learn...  
12.5 hrs

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**.

**Recommended Courses for You**  
Courses based on your career goals and interests.

**Beginner Literacy English**  
(pre-A1) Beginner  
In this course, you will get to know the most important sight words you need to complete...  
20 hrs

**Effective Communication in the Workplace**  
(B1) Intermediate  
In this course, you will learn about the importance of communication in the workplace. You will learn...  
12.5 hrs

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

**Search Courses**  
Find courses by name or filter by level and career interest

Search by name... All levels All career interests

## 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.

**Learning Objectives**

- Read, understand, and use numbers 0-100 for prices, dates, and times.
- Use lowercase and uppercase letters of the alphabet to fill out simple forms on a computer or smartphone.
- Recognize sight words to interpret signs, directories, and instructions in public places.

**Personal Information**

In this unit, you will learn to introduce yourself. You will start to make the connection between the letters and sounds in your name and get familiar with how to type it on a smartphone keyboard.

**Accessing Social Services**

Do you know where to find services in your city? Use letters and basic spelling to search for addresses and fill out simple forms with your personal information.

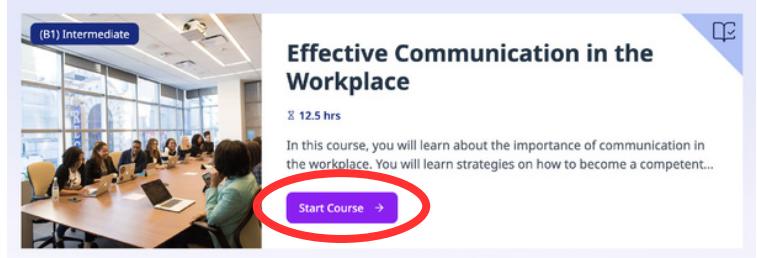
**Shopping**

Learn to read basic words to shop for things you need like food and clothing. Practice recognizing the sounds of different letters in words you know.

**Beginner Literacy English**  
(pre-A1) Beginner  
In this course, you will get to know the most important sight words you need to complete...  
20 hrs

## Step 3. Start the Course

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



(B1) Intermediate

Effective Communication in the Workplace

12.5 hrs

In this course, you will learn about the importance of communication in the workplace. You will learn strategies on how to become a competent...

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.



Unit 1 20 lessons

Personal Information

In this unit, you will learn to introduce yourself. You will start to make the connection between the letters and sounds in your name and get familiar with how to type it on a smartphone keyboard.

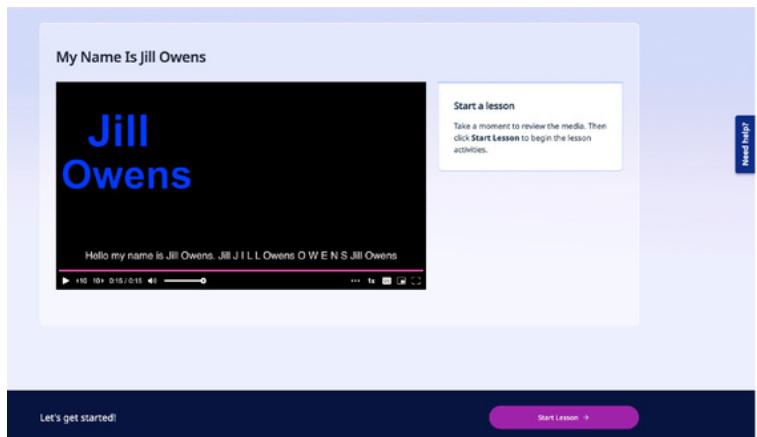
My Name Is Jill Owens

First Name: Jill

Typing "Jill Owens"

Spelling a First Name

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



My Name Is Jill Owens

Jill Owens

Hello my name is Jill Owens. Jill J I L L Owens O W E N S Jill Owens

Start a lesson

Take a moment to review the media. Then click Start Lesson to begin the lesson activities.

Let's get started!

Start Lesson →

## Questions?

Email: [help@getengen.com](mailto:help@getengen.com)

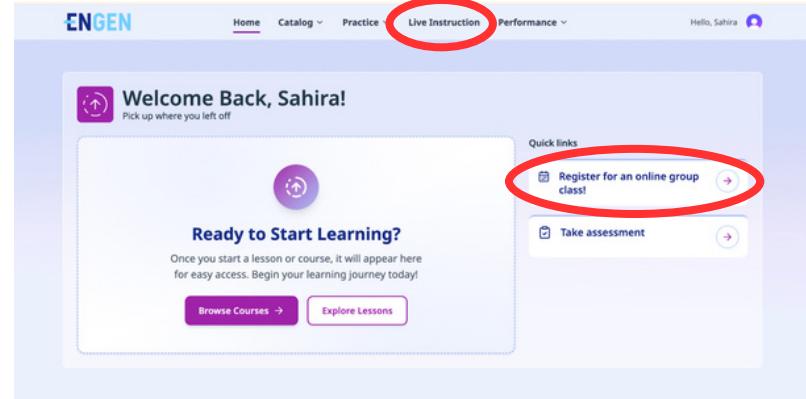
# How do I Take Live Group Classes?

## Step 1. Go to the Group Classes

### Section of EnGen

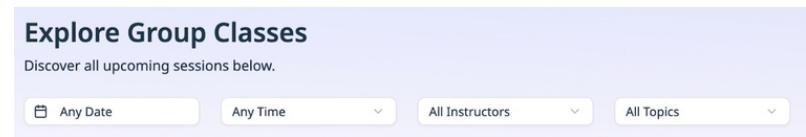
On the home page click the **Register for an online group class!** button in the Quick Links section on the left. You can also click **Live Instruction** at the top and go to **Group Classes**. You may have to scroll down past the section on Your Upcoming Live Sessions.

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](mailto:help@getengen.com).



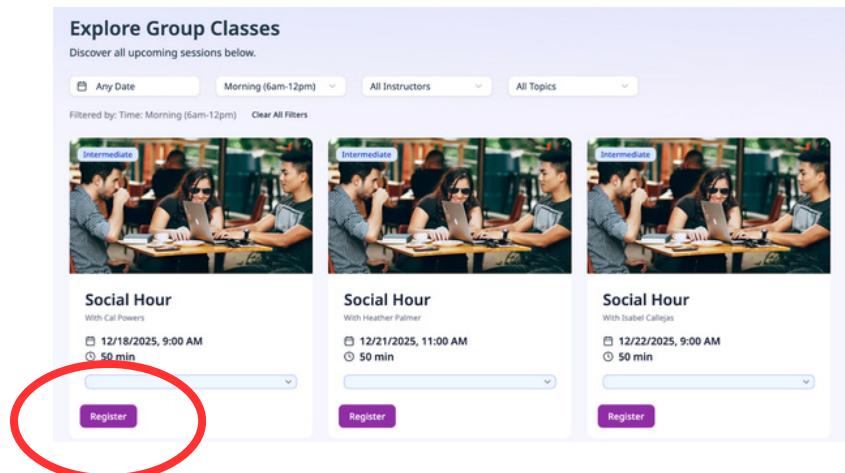
## Step 2. Choose Classes that Meet Your Needs

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



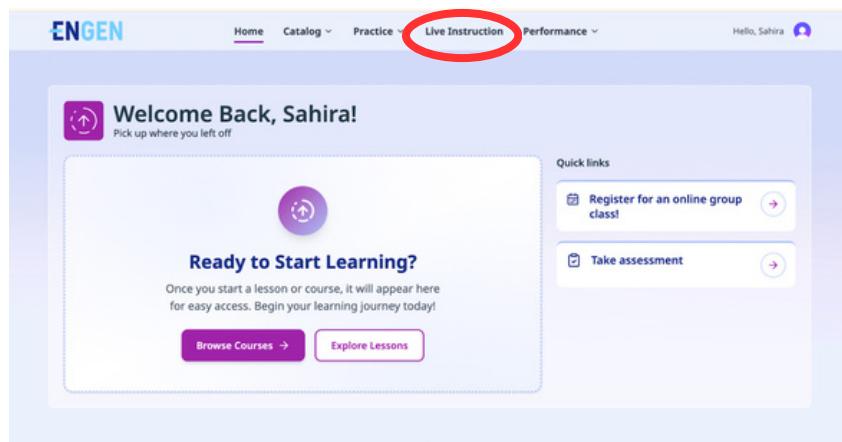
## Step 3. Register

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



## Step 4. Come Back When Your Class is Starting

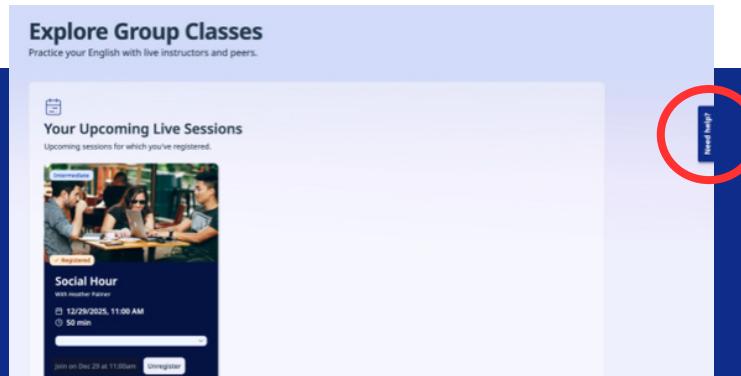
Make sure to log back in on the day and time your group class starts. Go to **Live Instruction** at the top of the screen and click on “**Group Classes**” to see “Your Upcoming Live Sessions.”



The screenshot shows the ENGEng website homepage. At the top, there is a navigation bar with links: Home, Catalog, Practice, **Live Instruction** (which is circled in red), and Performance. The main content area features a "Welcome Back, Sahira!" message and a "Ready to Start Learning?" section. On the right, there is a "Quick links" sidebar with two items: "Register for an online group class!" and "Take assessment".

## 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](mailto:help@getengen.com).



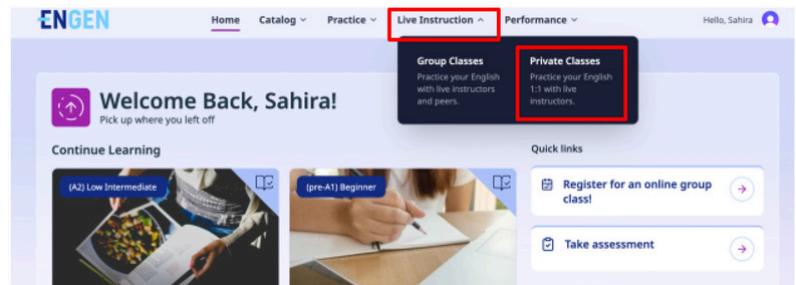
The screenshot shows the "Explore Group Classes" section of the website. It features a "Your Upcoming Live Sessions" section with a thumbnail image of people at a table and a "Social Hour" session card. On the far right, there is a vertical sidebar with a "Need Help?" button, which is circled in red.

# How do I Take Private Classes?

## Step 1. Go to the Private Classes Section

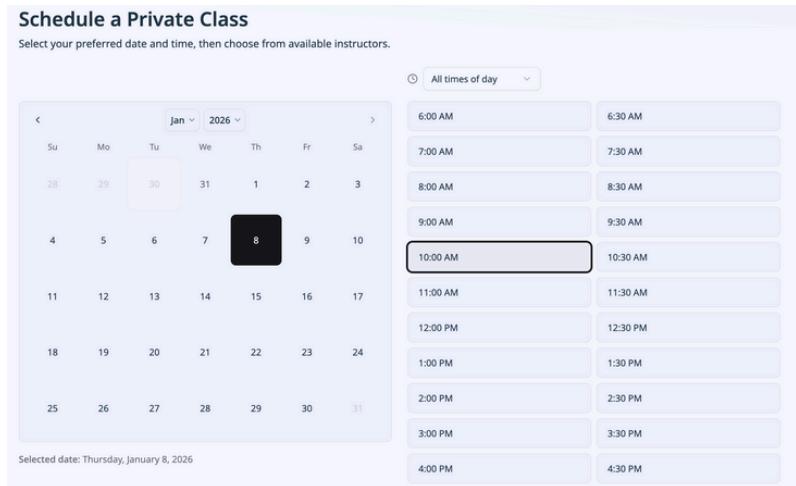
Click on **Live Instruction** at the top and go to **Private Classes**.

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](mailto:help@getengen.com).



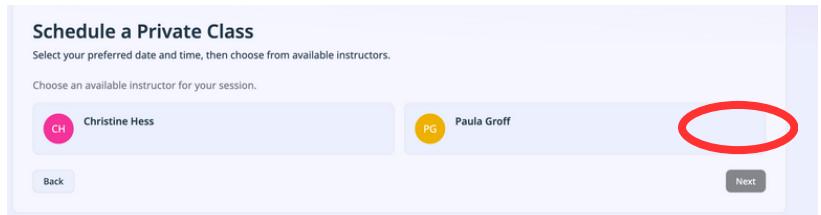
## Step 2. Choose a Time that Works for You

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**”.

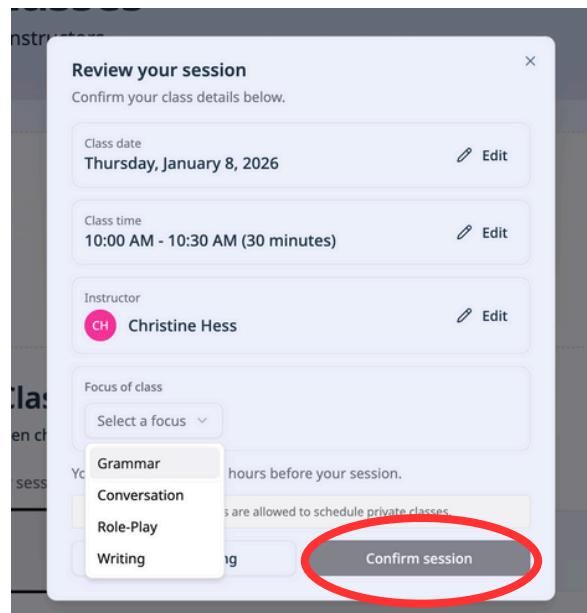


## Questions?

Email: [help@getengen.com](mailto:help@getengen.com)

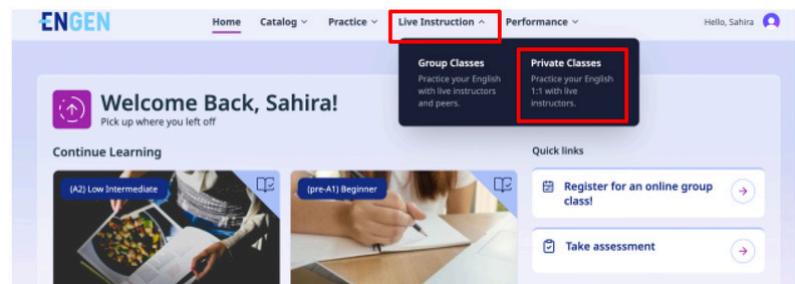
## Step 4. Review & Confirm Your Session

Choose what you want to focus on with your teacher: grammar conversations, role-play, or writing. Then click on “**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?

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](mailto:help@getengen.com).

