

# Calvert Family Learning Guides: Frequently Asked Questions

Calvert Learning

Questions	Answers	Resources
<b>Where do I sign in and what should I see?</b>	<p><b>Website:</b> <a href="http://edm.geniussis.com">edm.geniussis.com</a></p> <p>After signing in, you will see a Calvert dashboard with a tile for each course. Click 'Launch' on a tile to go to that course.</p>	<a href="#">A View as a Student</a>
<b>How do I reset my password?</b>	<p>If you forgot your password, select 'Click here to Recover your Password' on the login page. You can enter your email address or login to recover your password through a private email.</p>	<a href="#">Click here to recover your password.</a>
<b>I'm unable to launch my course. What should I do?</b>	<p>Review the System Requirements for basic troubleshooting and contact <a href="mailto:support@edmentum.com">support@edmentum.com</a> if the problem persists.</p>	<a href="#">System Requirements</a>  <a href="#">Support Page</a>
<b>Why is my book/e-text not displaying?</b>	<p>The first time a student clicks into an eText resource, it takes 24 hours for the materials to push from the 3rd party provider into the student/parent/teacher's portal. If the problem persists, please email <a href="mailto:support@edmentum.com">support@edmentum.com</a>.</p>	
<b>How do I submit an assignment?</b>	<p><b>There are many different assignment types in Calvert:</b> Learn, Use, Project, and Show. Some assignments will be completed in the curriculum, and some will require saving externally, editing, and reuploading.</p> <p>Students submit project work in the Final Project lesson part.</p> <p>Not all work will be submitted for a grade. Teachers will let students know what is to be submitted for grading.</p>	<a href="#">Submitting an Assignment</a>
<b>How do I turn on teacher notes?</b>	<p>If they are available for the lesson, there is a teaching note toggle 'on' at the top right of</p>	



	<p>the page. You can only see this toggle if logged in as a Family Learning Guide or teacher. Some lesson parts have no teaching notes because they contain other resources, such as rubrics, as support.</p>	
<p><b>How do I review progress?</b></p>	<p>From the Calvert dashboard, select 'Performance' or 'Progress'. 'Performance' will show you the student's grades, while 'progress' will show you how far along the student is in his or her courses.</p>	<p><a href="#">Reviewing Student Progress</a></p>
<p><b>What should I be looking at on a daily or weekly basis?</b></p>	<p>Review your student's Daily Schedule and Dashboard each day and check for alerts.</p> <p>Review grades, feedback, attendance, and pacing weekly or as needed.</p>	<p><a href="#">Performance and Progress Monitoring</a></p>
<p><b>How much work should my student complete each day?</b></p>	<p>Unless your teacher directs otherwise, your student should complete one lesson part per core subject, per day. Teachers may adjust, omit, or extend activities.</p>	<p><a href="#">Suggested Daily Schedules</a></p>
<p><b>How do I contact the teacher?</b></p>	<p>To contact a teacher in Genius, navigate to the 'message' option in the Genius dashboard.</p> <p>If you are not using Genius with Calvert, please consult the class contact information resources at your student's learning institution directly. We do not currently offer in-app messaging between teachers and family learning guides outside of Genius.</p>	<p><a href="#">Sending a Message (Genius only)</a></p>
<p><b>How do I see my teacher's feedback? Do I get an alert for graded assignments?</b></p>	<p>You can see your student's grades and teacher feedback in the 'Performance' tab of the student's Dashboard. Simply click an assignment to view feedback.</p>	<p><a href="#">Performance and Progress Monitoring</a></p>
<p><b>What version do you recommend if using an iPad?</b></p>	<p>We recommend using iOS 13.3.1 or newer on iPad and the Safari Browser when accessing our content and 3rd party links.</p>	<p><a href="#">Viewing on an iPad</a></p>
<p><b>Which browser do you recommend?</b></p>	<p>On devices other than iPad, we recommend using Google Chrome.</p>	<p><a href="#">System Requirements</a></p>



<b>My student is not enrolled in the appropriate class</b>	Contact your school's administrator directly for all enrollment issues.	
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