

EnGen Admin Guide

ENGEN

EnGen Admin Guide

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

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Managing Learners

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- [How to Deactivate a Learner or Admin](#)
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- [How to Pull a Learner Activity Report](#)

Learner Instructions

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- [How do I Take Live Group Classes?](#)
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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

Getting Started: The Admin Portal

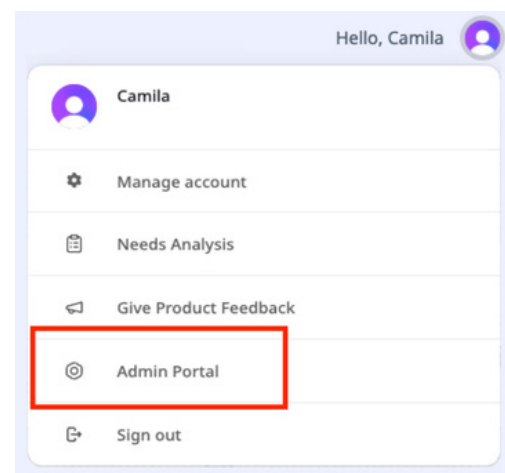
The new EnGen platform allows you to easily switch between the Admin Portal and Learner Portal to manage your program and see the platform from a learner's perspective. This guide shows you how to move back and forth quickly, so you can manage learners, monitor progress, and troubleshoot issues efficiently.

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.

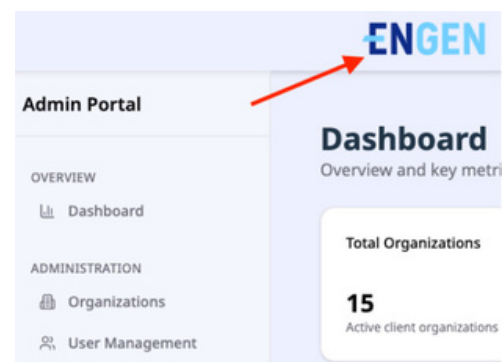
Step 2. Enter the Admin Portal

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.



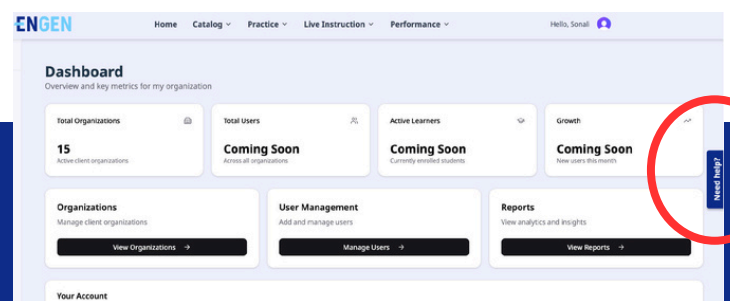
Step 3. Return to the Learner View

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.

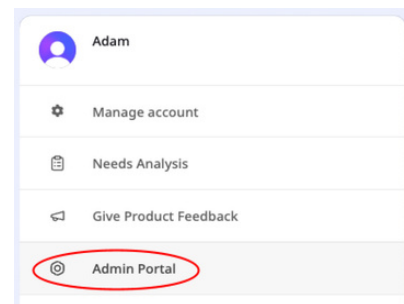


How to Add a New Learner or Admin

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

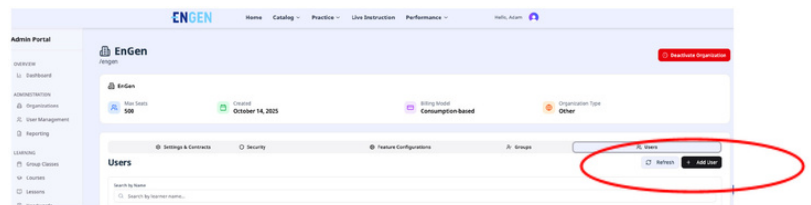
Step 1. Log in to Admin Portal

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.

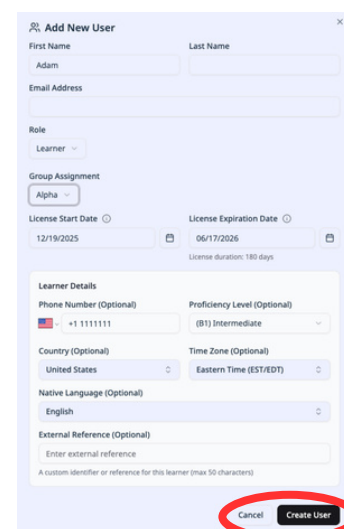
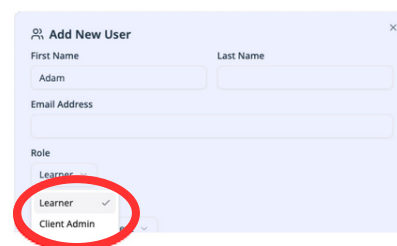


Step 3. Create the User

Complete all the required fields.

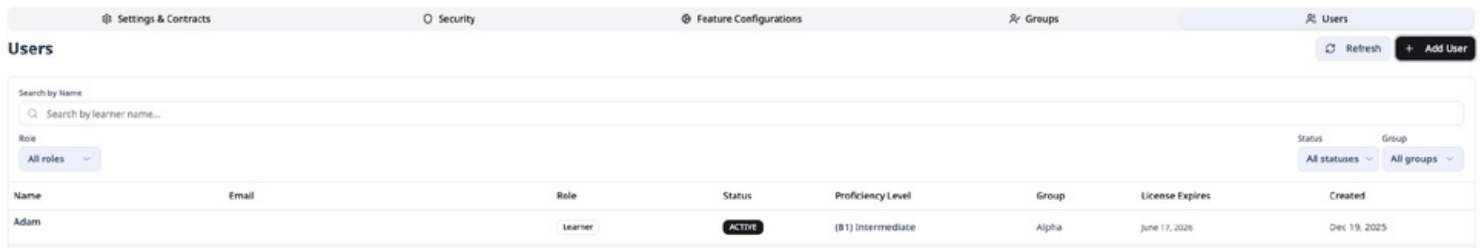
Note that you may choose the Learner or Client Admin Role. When creating a Client Admin, you will have to choose between Organization-wide or Group Scoped, where an Admin is only allowed to see a portion of learners.

When you have filled in all fields, click **Create User**. Click **Send Invitation** in the upper right to send an email with log-in information to the new user.



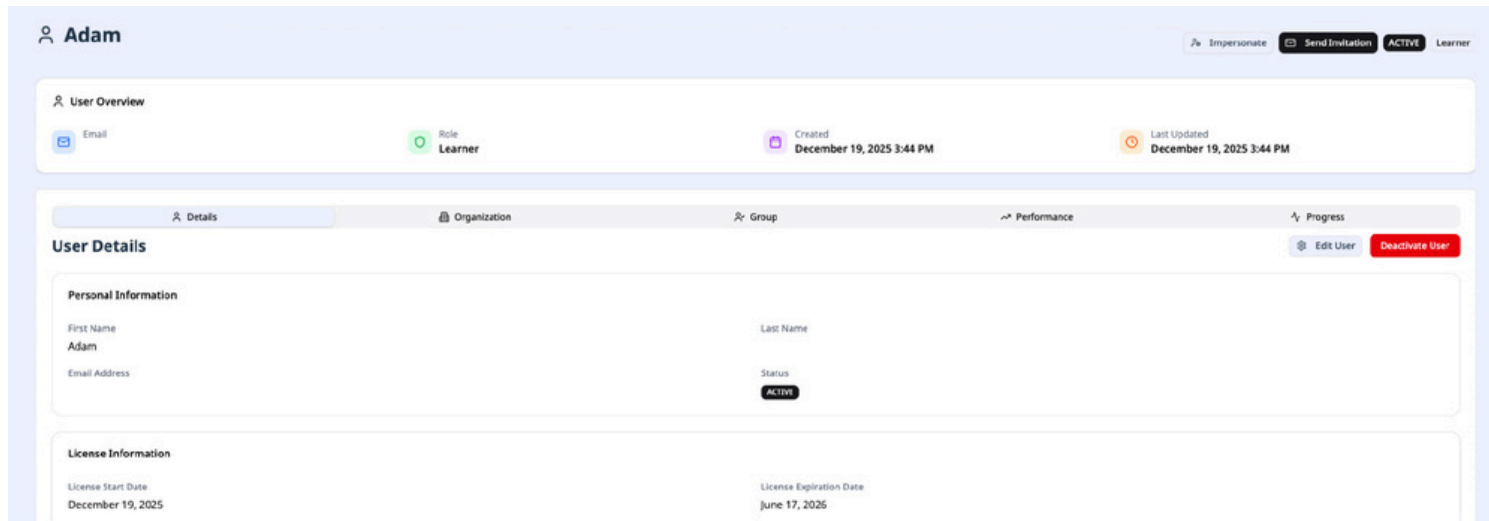
Step 4. View the User

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.



The screenshot shows the 'Users' management page. At the top, there are navigation tabs: Settings & Contracts, Security, Feature Configurations, Groups, and Users. The 'Users' tab is active. Below the tabs, there are buttons for 'Refresh' and '+ Add User'. A search bar is present with the text 'Search by Name' and a placeholder 'Search by learner name...'. Below the search bar, there are filters for 'Role' (set to 'All roles') and 'Status' (set to 'All statuses'). A table lists users with columns: Name, Email, Role, Status, Proficiency Level, Group, License Expires, and Created. One user, 'Adam', is listed with the role 'Learner', status 'ACTIVE', proficiency level '(B1) Intermediate', group 'Alpha', license expires 'June 17, 2026', and created 'Dec 19, 2025'.

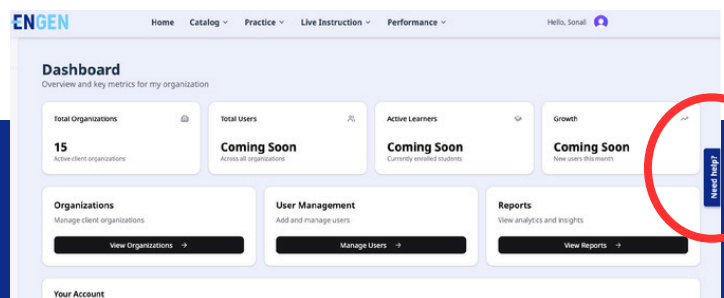
Name	Email	Role	Status	Proficiency Level	Group	License Expires	Created
Adam		Learner	ACTIVE	(B1) Intermediate	Alpha	June 17, 2026	Dec 19, 2025



The screenshot shows the user profile page for 'Adam'. At the top, there are navigation tabs: Details, Organization, Group, Performance, and Progress. The 'Details' tab is active. Below the tabs, there are buttons for 'Edit User' and 'Deactivate User'. The profile information is displayed in two sections: 'Personal Information' and 'License Information'. The 'Personal Information' section shows 'First Name: Adam', 'Last Name', 'Email Address', and 'Status: ACTIVE'. The 'License Information' section shows 'License Start Date: December 19, 2025' and 'License Expiration Date: June 17, 2026'. At the top right of the profile page, there are buttons for 'Impersonate', 'Send Invitation', 'ACTIVE', and 'Learner'.

Need Help?

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



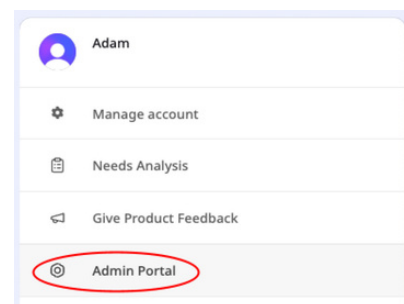
The screenshot shows the ENGEN dashboard. At the top, there are navigation tabs: Home, Catalog, Practice, Live Instruction, and Performance. The 'Home' tab is active. Below the tabs, there are buttons for 'Hello, Sonal' and a user profile icon. The dashboard content includes a 'Dashboard' section with the text 'Overview and key metrics for my organization'. Below this, there are four cards: 'Total Organizations' (15), 'Total Users' (Coming Soon), 'Active Learners' (Coming Soon), and 'Growth' (Coming Soon). At the bottom, there are three sections: 'Organizations' (Manage client organizations), 'User Management' (Add and manage users), and 'Reports' (View analytics and insights). A blue 'Need Help?' button is circled in red on the right side of the dashboard.

How to Update a Learner Profile

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.



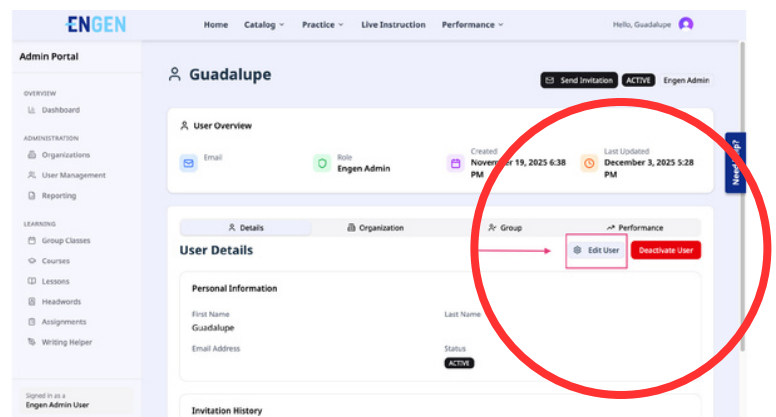
Step 2. Find the User

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: Learner

Status: Active

Group Assignment

License Start Date: 03/20/2025

License Expiration Date: 03/20/2026

License duration: 180 days

Learner Details

Phone Number (Optional): +1

Proficiency Level (Optional): (A2) Low Intermediate

Country (Optional): Select country

Time Zone (Optional): Select time zone

Native Language (Optional):

Need Help?

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

ENGEN Home Catalog Practice Live Instruction Performance Hello, Sonal

Dashboard
Overview and key metrics for my organization

Total Organizations: 15
Total Users: Coming Soon
Active Learners: Coming Soon
Growth: Coming Soon

Organizations: Manage client organizations
User Management: Add and manage users
Reports: View analytics and insights

Your Account

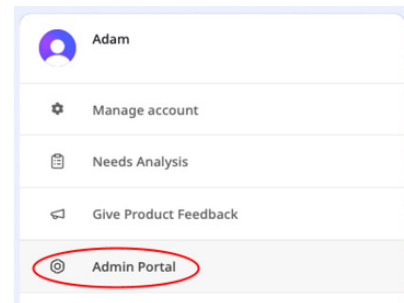
Need Help?

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.



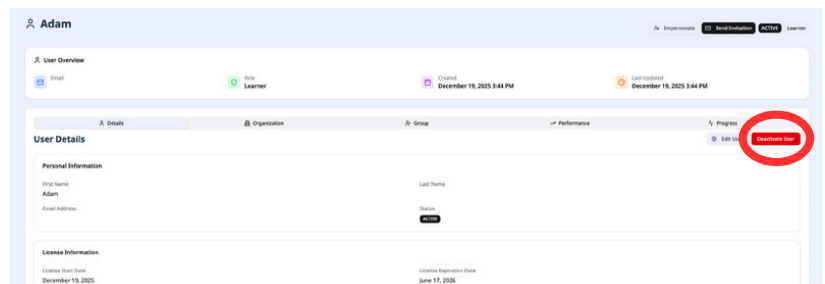
Step 2. Find the User

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.



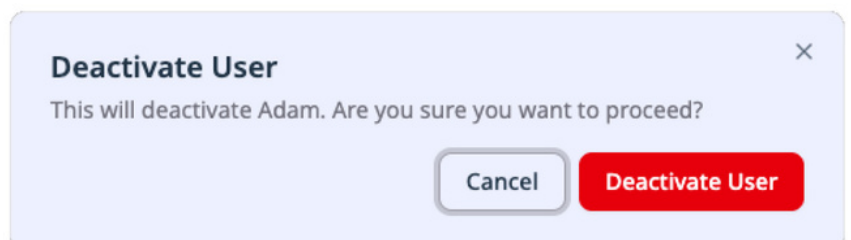
Step 3. Deactivate the User

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.

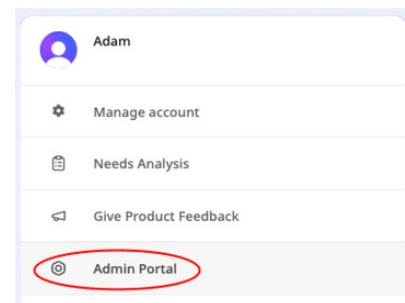


How to View Inactive Learners and Reactivate a Learner's Account

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

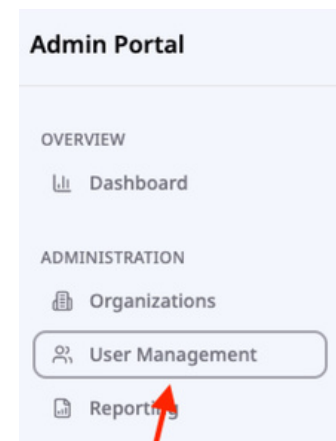
Step 1. Log in to Admin Portal

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.



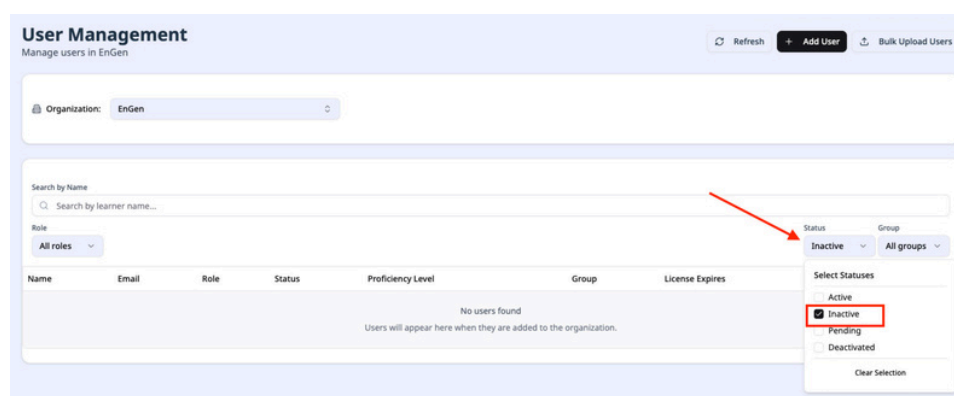
Step 2. Find Inactive (i.e., Deactivated) Users

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



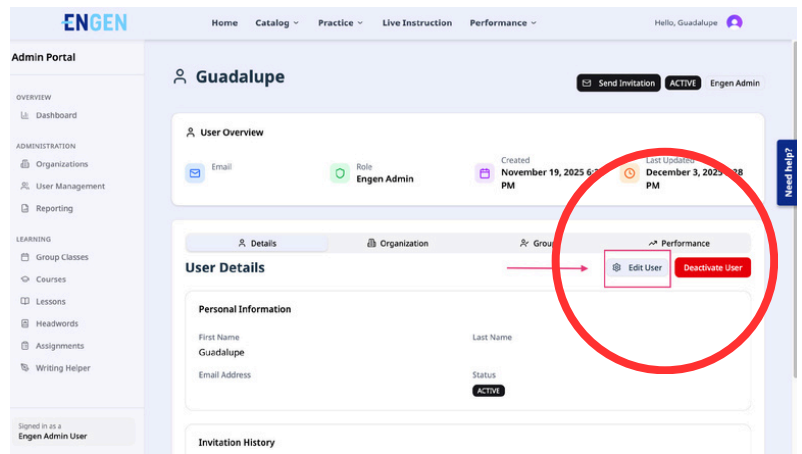
Step 3. Filter by Inactive User Status

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.

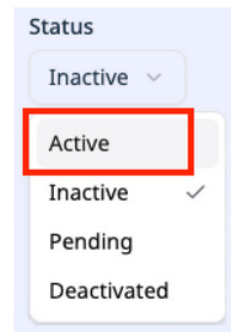


Step 4. Reactivate the learner account

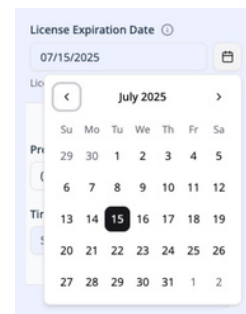
To reactivate an account, click on the learner whose status you would like to change. This will send you to a learner's profile. On the upper right, you will see an option that says **“Edit User.”**



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

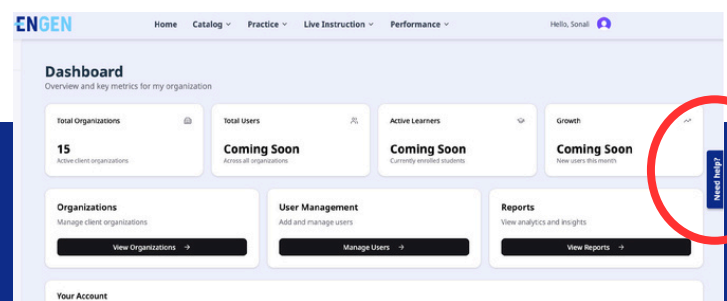


Make sure to also change the **License Expiration Date** to the new date in which the students program will end.



Need Help?

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



Groups in EnGen

What are Groups and why are they useful?

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

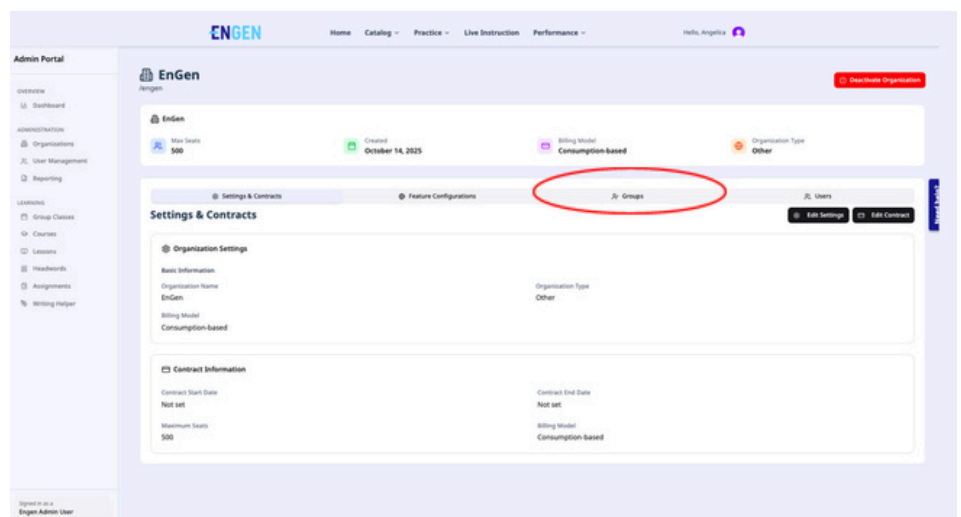
- Learners in a group will be assigned specific content or courses.
- Learners belong to the same cohort, department, or initiative.
- You want to track progress, engagement, and performance at the group level instead of viewing data for the entire organization.

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

How to Create a Group

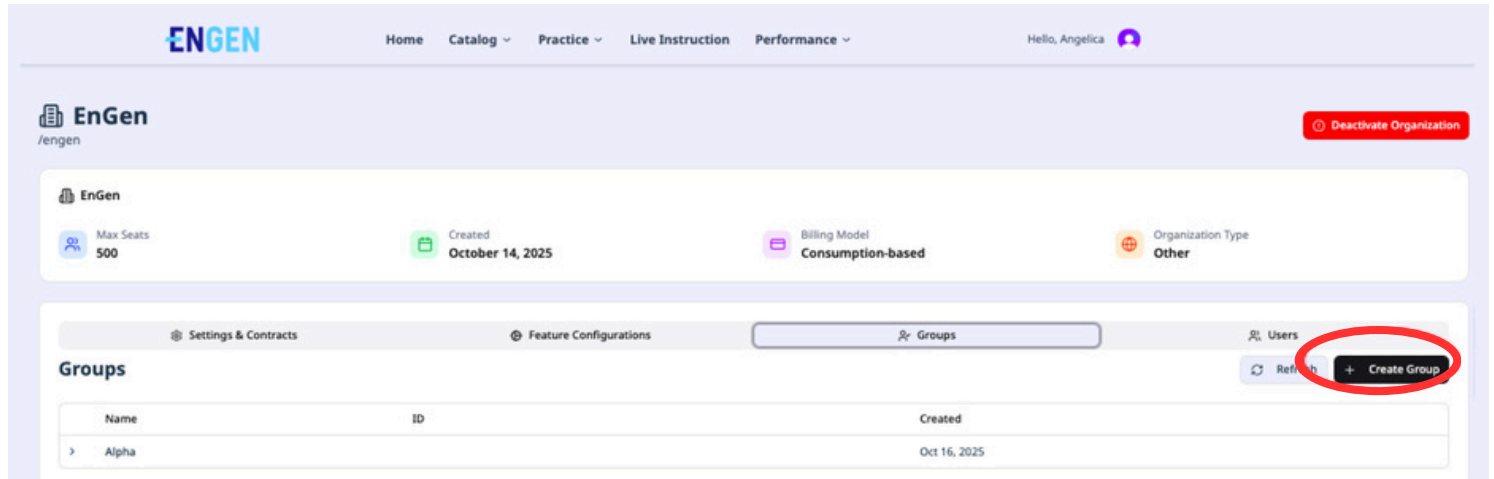
Step 1. Go to “Groups”

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



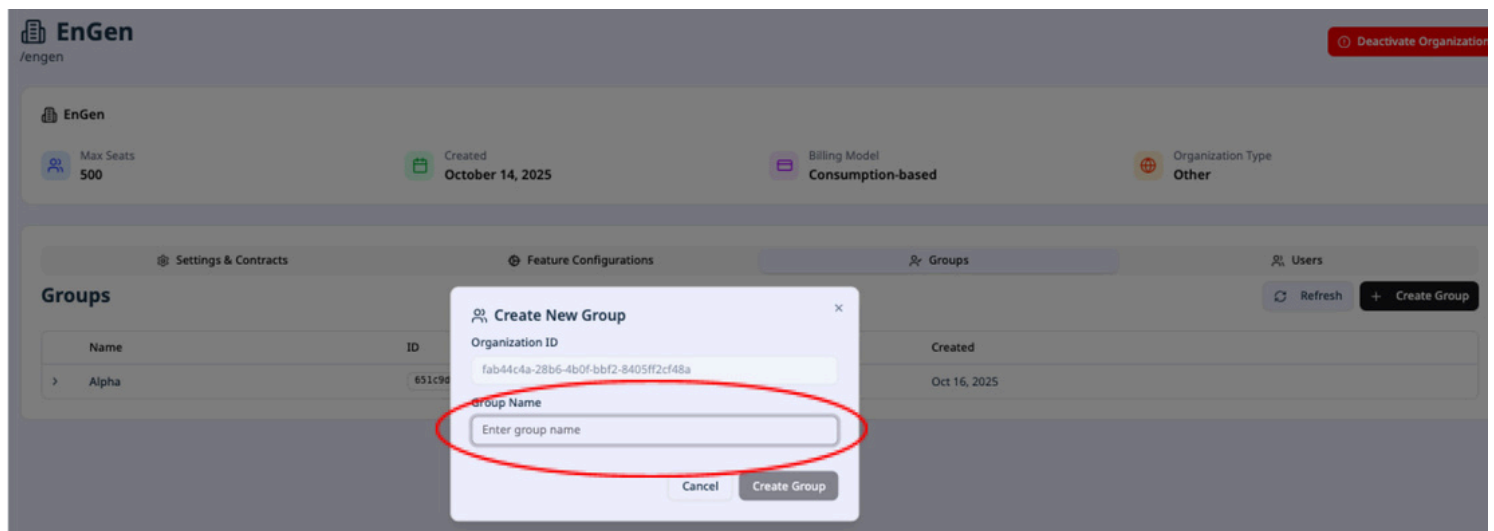
Step 2. Create a New Group

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



Step 3. Name the Group

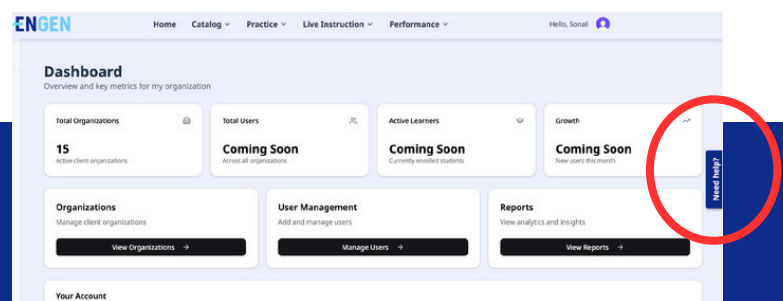
Enter the Group Name (e.g., *Warehouse Supervisors*, *Cohort A*, or *ESL Beginners*) and click **Create Group**.



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

Need Help?

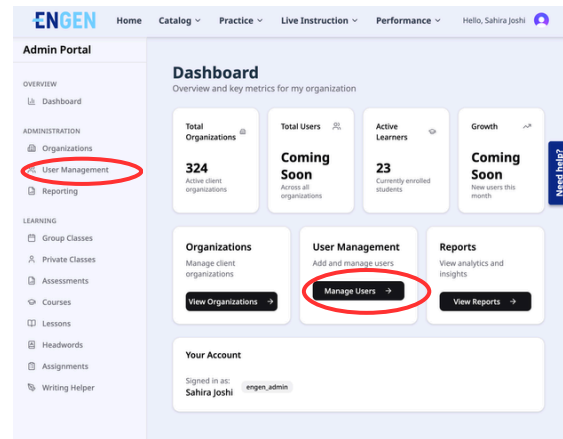
Click on the blue **Get Help** button to the right of the page or email help@getengen.com.



How to Bulk Enroll Learners

Step 1. Go to “User Management”

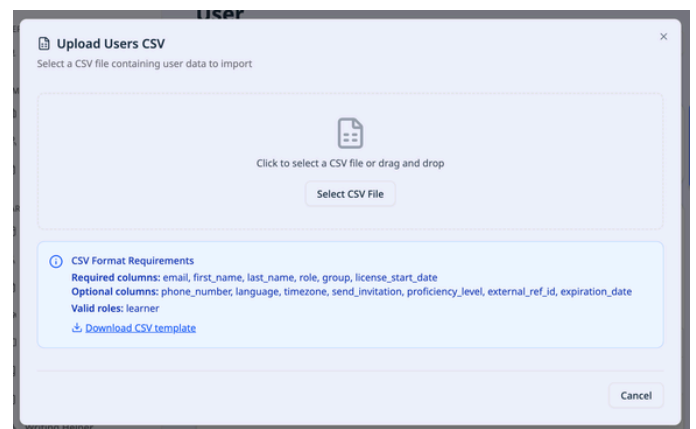
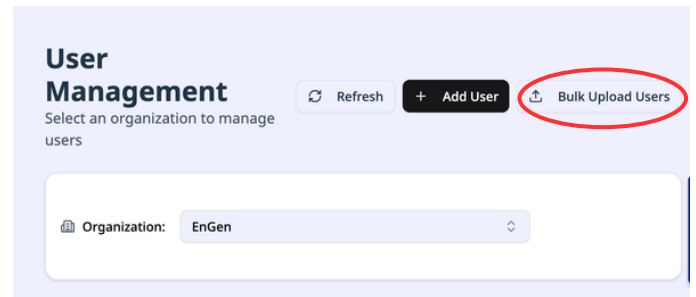
From your Organization Admin Portal, click on **Manage Users**. You can also click **User Management** on the side from anywhere in the admin portal.



Step 2. Bulk Upload Users

Click on ‘Bulk Upload Users’, then upload a CSV file containing user data. You can download a CSV template to use. The file must contain the email, first name, last name, role, group, and license start date of all new users. All other columns are optional.

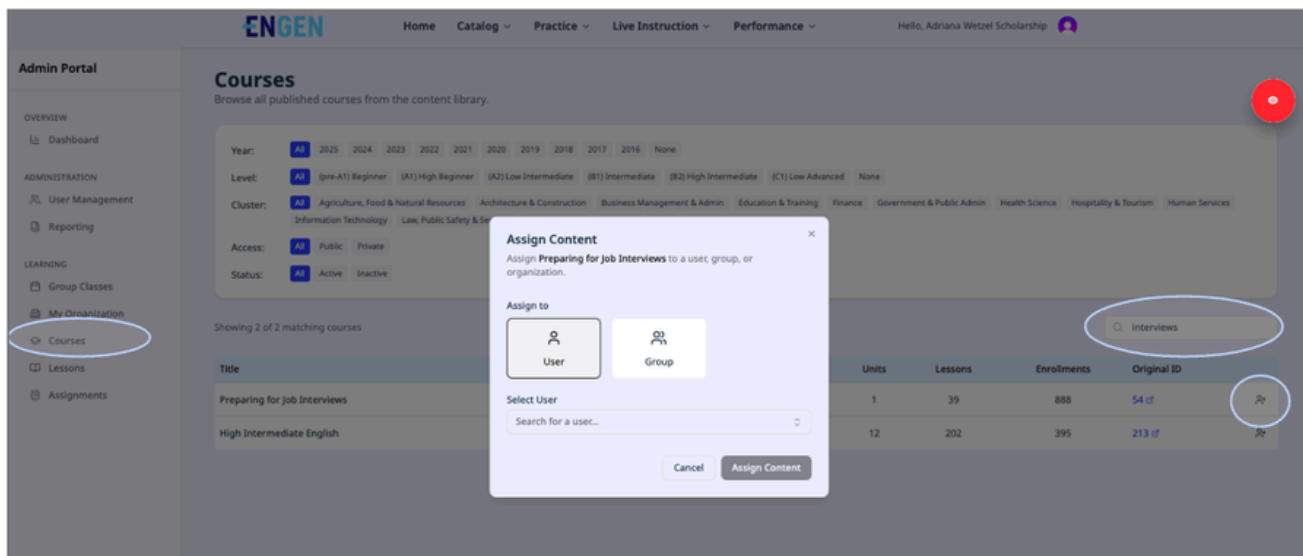
All users should be in the ‘Valid’ Section. Click ‘Upload Users’ and invitation emails will be sent to all new users.



Assigning Courses

Step 1. Go to Courses

Click on **Courses** on the left side under **Learning**.



Step 2. Find Desired Course

Once in the Courses section, use the search bar to find the course.

Step 3. Assign Course

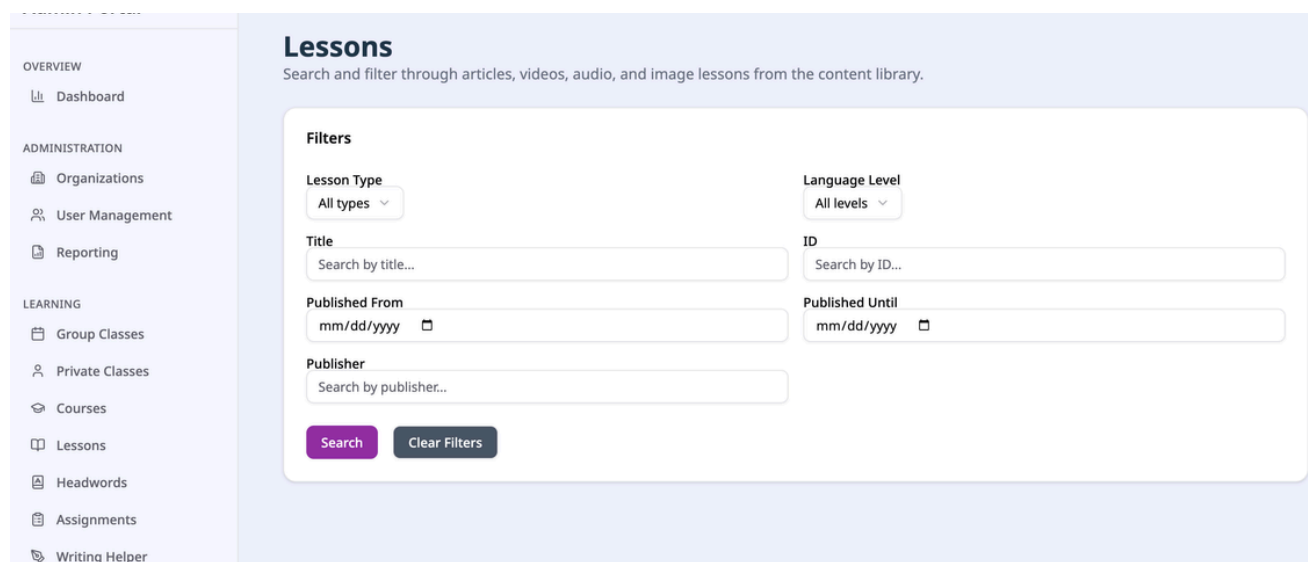
In the last column, click the **Assign** button for the course. Choose whether you want to assign the course to a user or group.

After assignment, learners will see the course on their homepage under assigned courses.

Assigning Courses

Step 1. Go to Lessons

Click on **Lessons** on the left side under **Learning**.



Step 2. Find Desired Lesson

Once in the Lessons section, use the search bar to find the course and click **Search**.

Step 3. Assign Course

In the last column, click the **Assign** button for the course. Choose whether you want to assign the course to a user or group.

After assignment, learners will see the course on their homepage under assigned courses.

How to Pull a Learner Activity Report

Step 1: Go to User Management

In the Admin Portal, click on **User Management** on the left side under **Administration**.

Step 2: Filter Users

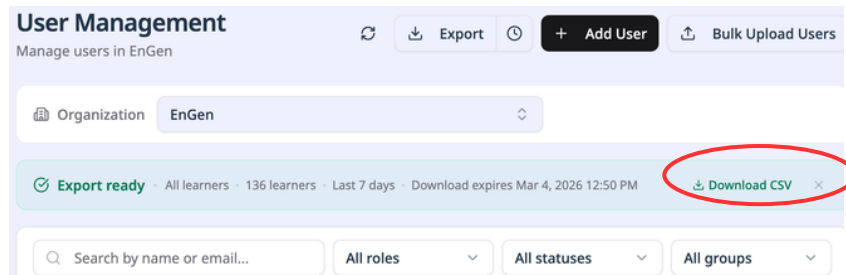
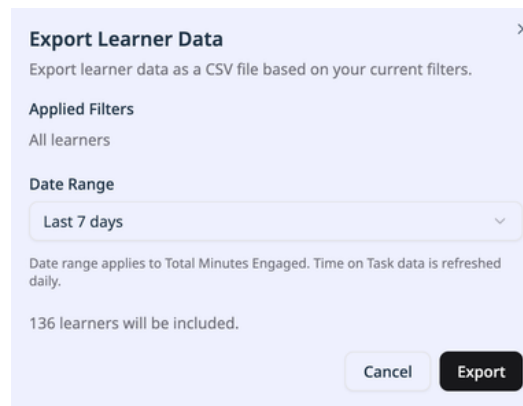
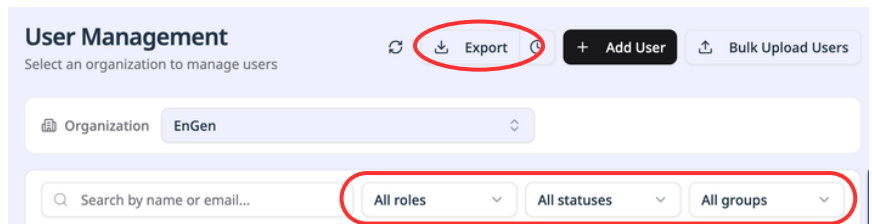
Use the filters to select the users you want to include in the report. You can filter by role, status, and group. If you want a learner-only report, ensure you use the role filter to select only learners.

Step 3: Export Report

Click **Export** and select a date range. The report may take a minute to load.

You will receive an email when your report is ready. You can download the file directly from EnGen's Admin Portal, or from the email.

Note: Engagement data is only available post January 1, 2026.



St	Ext	Ref ID	Email	First Name	Last Name	Native Language	Phone	Group Name	Role	Current Status	Timez	License Start Da	License End Dat	First Level	Achie Last Level	Achie First	Assesmen Last	Assesmen PAs	Completed	Last Active Date	Activities
			karmuchi@gmail.com			English			learner	ACTIVE		2025-11-26	2026-06-04	(A2) Low Interm	(A2) Low Interm	2025-12-14	2025-12-14		1	2026-02-18	
		Voucher #14588				Spanish			learner	ACTIVE	America	2025-07-15	2026-08-03	(A2) Low Interm	(A2) Low Interm	2025-07-15	2025-12-12		3	2026-02-23	
						Spanish			learner	ACTIVE		2025-12-10	2026-06-10	(A1) High Begin	(A1) High Begin	2025-12-11	2025-12-14		3	2026-03-01	
						Spanish			learner	ACTIVE		2026-02-02	2026-08-03	(B1) Intermediat	(B1) Intermediat	2026-02-06	2026-02-06		1	2026-03-02	
						Spanish			learner	ACTIVE		2026-02-12	2026-08-16	(A2) Low Interm	(A2) Low Interm	2026-02-13	2026-02-13		1	2026-03-02	
						Spanish			learner	ACTIVE		2026-02-02	2026-08-03	(A2) Low Interm	(A2) Low Interm	2026-02-03	2026-02-03		1	2026-03-01	
		Voucher #13998				Spanish			learner	ACTIVE		2025-07-15	2026-09-02	(A2) Low Interm	(A2) Low Interm	2025-07-15	2025-12-13		3	2026-01-22	
						Spanish			learner	ACTIVE	America	2025-07-15	2026-09-02	(A1) High Begin	(A2) Low Interm	2025-07-15	2025-10-16		2	2026-01-14	
						en			learner	ACTIVE		2026-02-02	2026-08-03	(A2) Low Interm	(A2) Low Interm	2026-02-10	2026-02-10		1	2026-02-26	
						Spanish			learner	ACTIVE		2026-02-02	2026-08-03	(A1) High Begin	(A1) High Begin	2026-02-16	2026-02-16		1	2026-03-02	
						Spanish			learner	ACTIVE		2025-09-25	2026-04-03	(A1) High Begin	(A1) High Begin	2026-02-24	2026-02-24		1	2026-02-24	
						Rspanish			learner	ACTIVE		2026-02-02	2026-08-03	(A2) Low Interm	(A2) Low Interm	2026-02-06	2026-02-06		1	2026-03-01	

EnGen Learner Guide

Click [here](#) for Spanish version

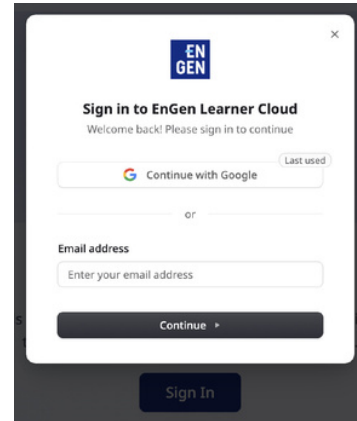
ENGEN

Getting Started as an EnGen Learner

Step 1. Sign In

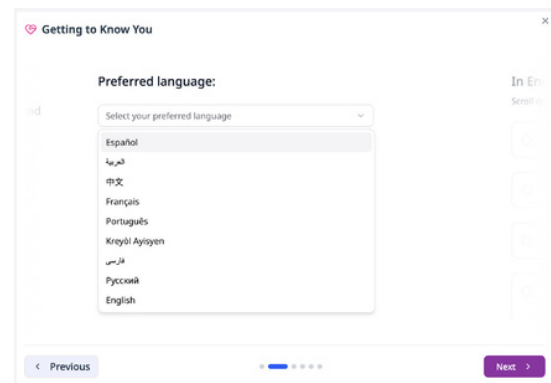
After you have been approved, go to the website learner.engen.cloud and log in using either your email address or your Google account. If you use your email address, you will need to create a password.

*Option 2: If you receive an EnGen email invitation, you can click **Create Password** and follow the instructions.*



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.



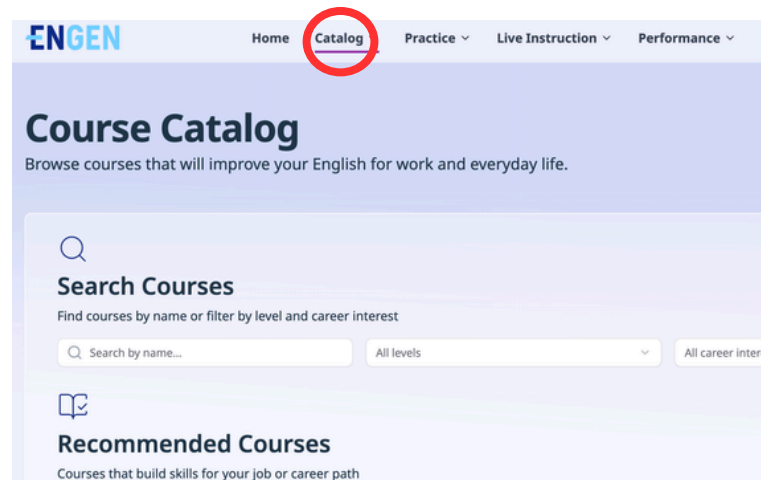
How do I Start a Course?

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.

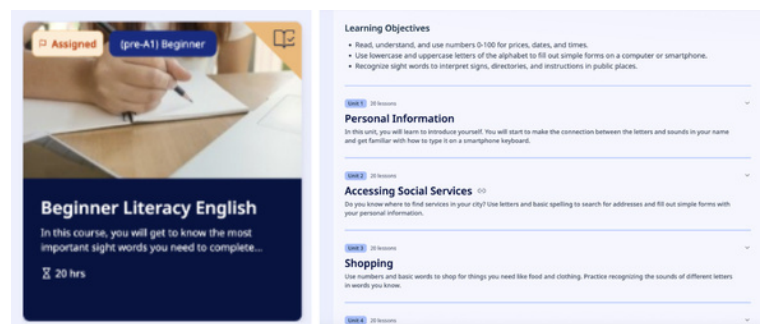


You can also look through all courses or find a specific one. Click on **Catalog** at the top and then click on **Courses**. You can search for a course by name, or filter by English level or career.



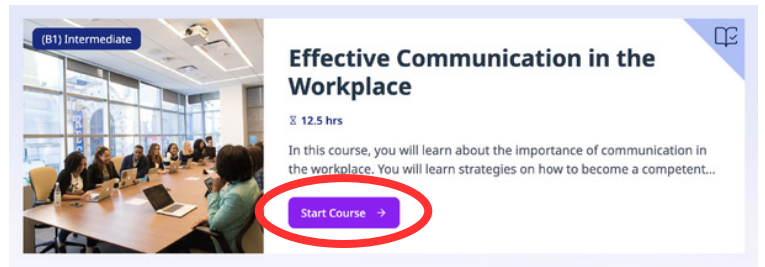
Step 2. Choose a Course

Click on a course you want to take. 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'

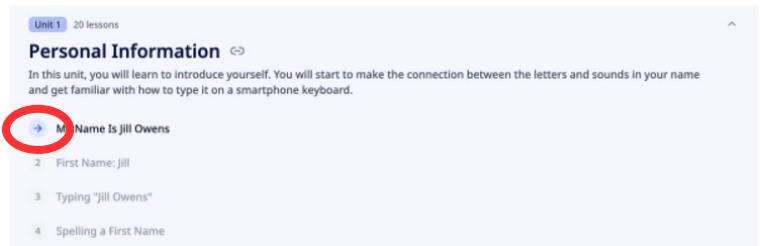


Step 4. Start Learning

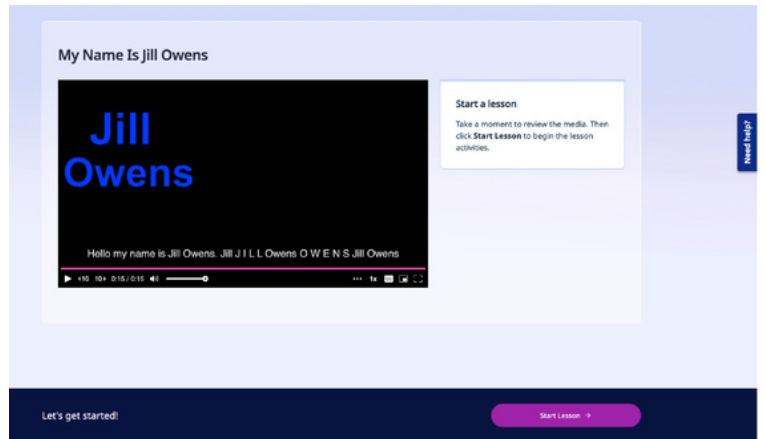
To take your first lesson, scroll down to where it says **unit one**. If you cannot see the list of lessons, click on the **small arrow on the right**.



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



Click the first lesson and start learning!



Note: You do not need to complete a unit or a course before starting a new one.

Questions?

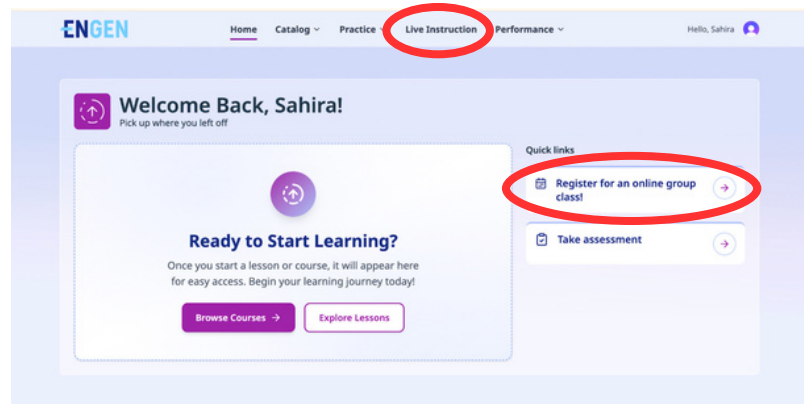
Email: help@getengen.com

How do I Take Live Group Classes?

Step 1. Go to the Group Classes Section of EnGen

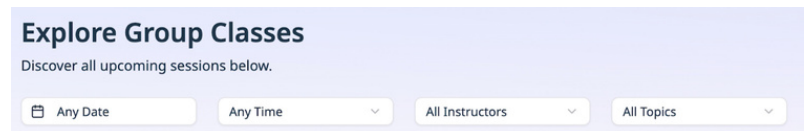
On the home page click the **Register for an online group class!** button in the Quick Links section on the right. You can also click **Live Instruction** at the top and go to **Group Classes**. You may have to scroll down past the section on Your Upcoming Live Sessions.

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.



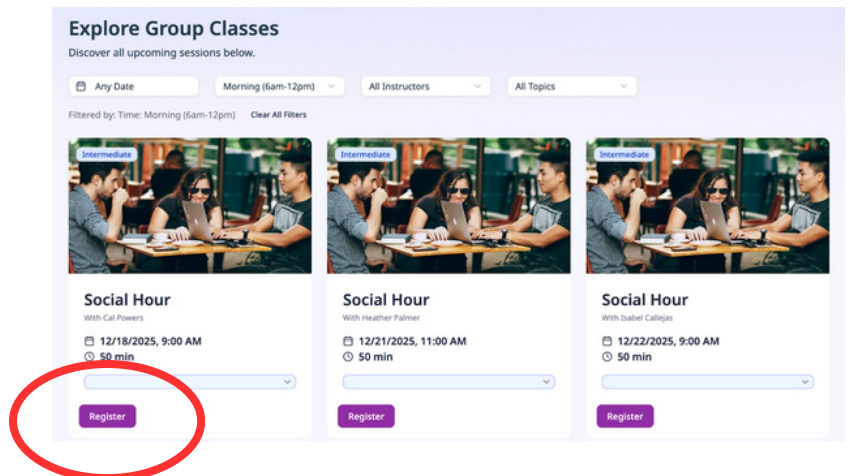
Step 2. Choose Classes that Meet Your Needs

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



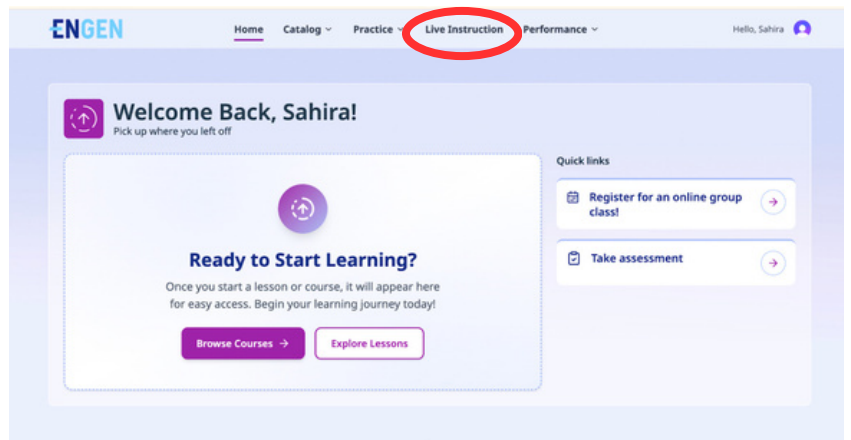
Step 3. Register

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



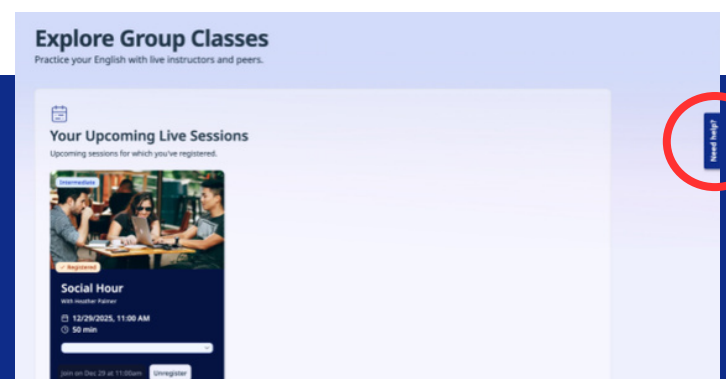
Step 4. Come Back When Your Class is Starting

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?

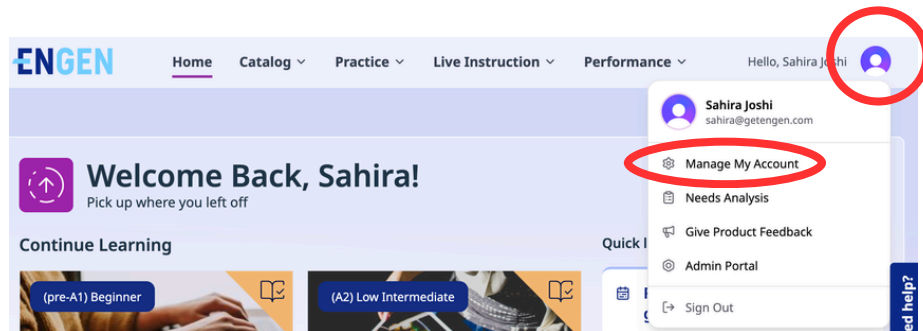
You can get help anytime by clicking on the blue **Need Help?** button on the right of the screen to ask questions. You can also email us anytime at help@getengen.com.



How do I Change My Language ?

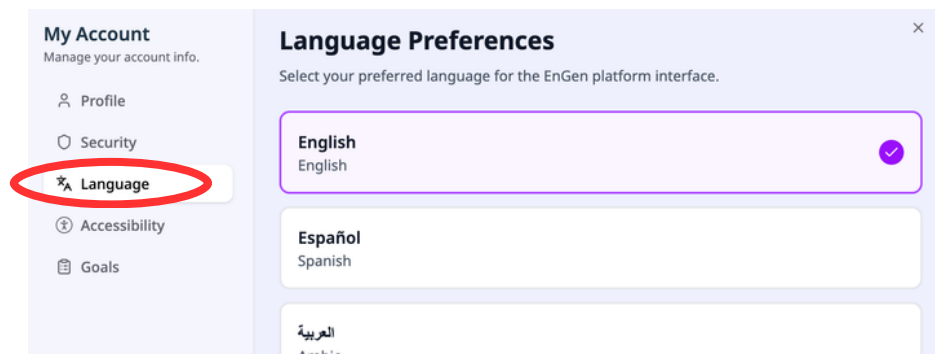
Step 1. Go to Manage My Account

Click the **person icon** in the top right, then click **Manage my Account**.



Step 2. Choose Your Language

Click **Language**, then click on your language.

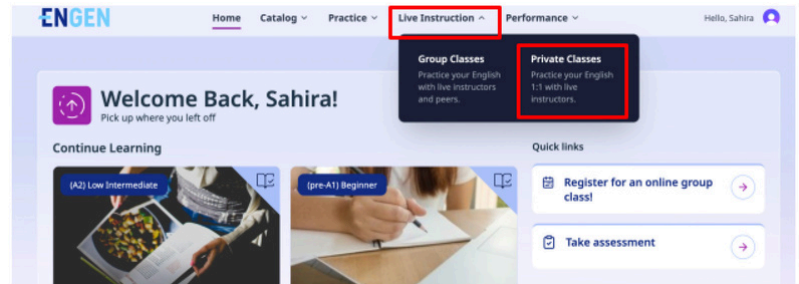


How do I Take Private Classes?

Step 1. Go to the Private Classes Section

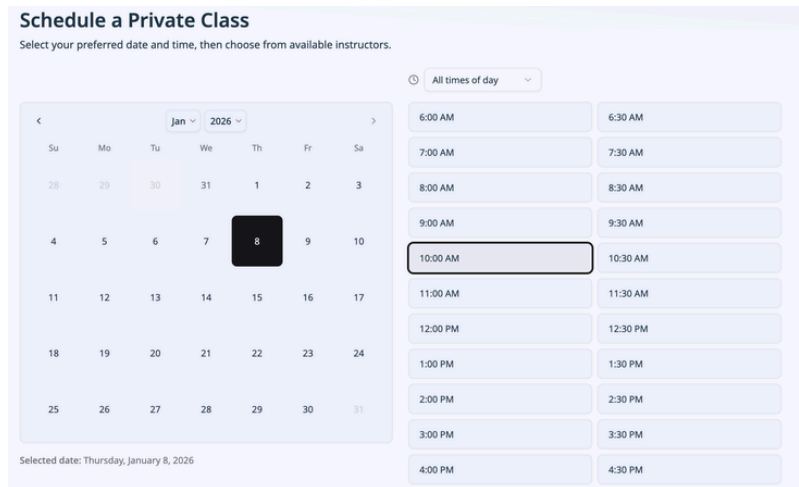
Click on **Live Instruction** at the top and go to **Private Classes**.

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.



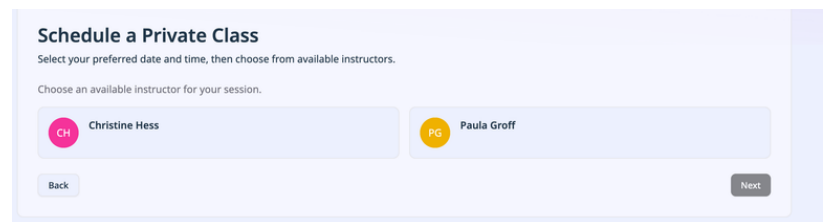
Step 2. Choose a Time that Works for You

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.**



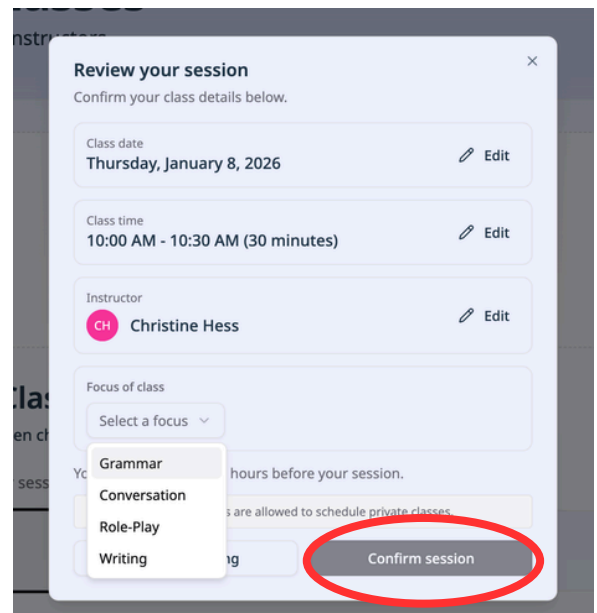
Need Help?

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



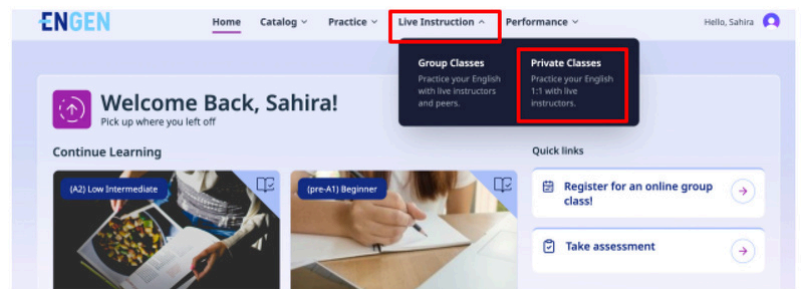
Step 4. Review & Confirm Your Session

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



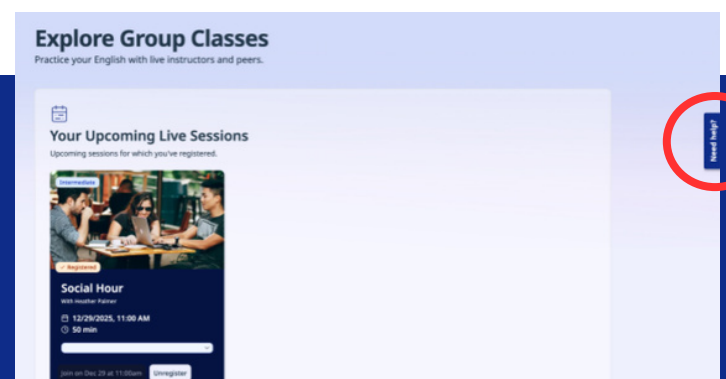
Step 5. Come Back When Your Class is Starting

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.



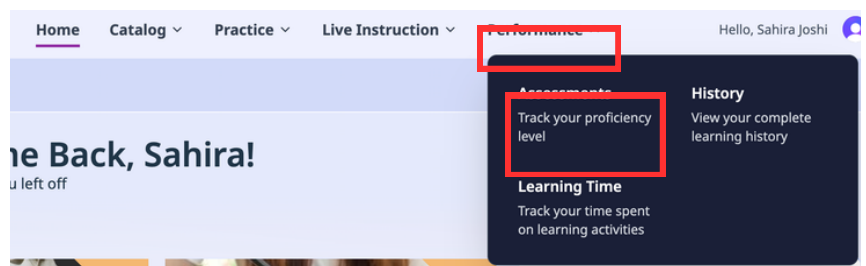
How do I Take a Proficiency Assessment?

The Proficiency Assessment checks your English Level. It takes 30 to 45 minutes.

Take your time. If a question is too hard, go to the next question.

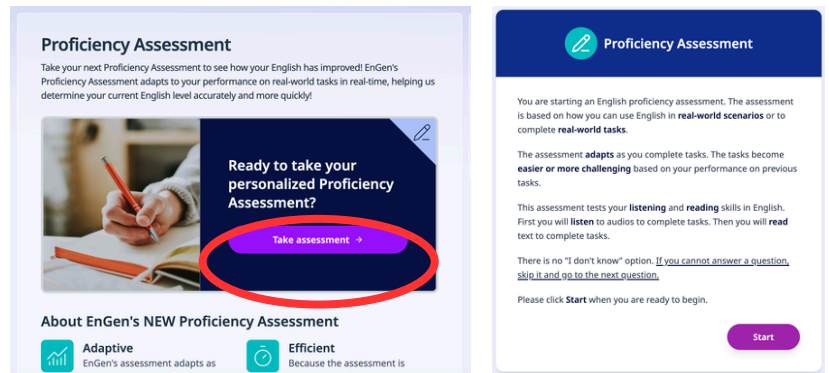
Step 1. Go to the Assessments

Click on **Performance** at the top and go to **Assessments**



Step 2. Start the Exam

Click **Take Assessment**, then click **Start**



Step 3. Take the Exam

Listen to the audios or read the text, and follow the instructions. When you are done, click **continue** for the next question.

If you cannot see **continue**, scroll down.

Try to take the test at one time. You can pause if you need to. Click **Pause Assessment**. To continue, come back to the Assessments page, and click **Resume Assessment**.

Need Help?

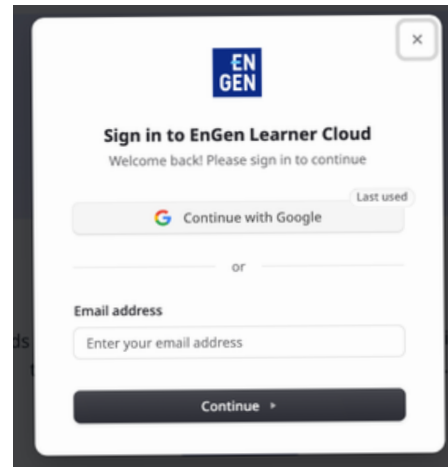
You can get help anytime by clicking on the blue **Need Help?** button on the right of the screen to ask questions. You can also email us anytime at help@getengen.com.



Forgot Your Password?

Step 1. Go to the Sign in Page

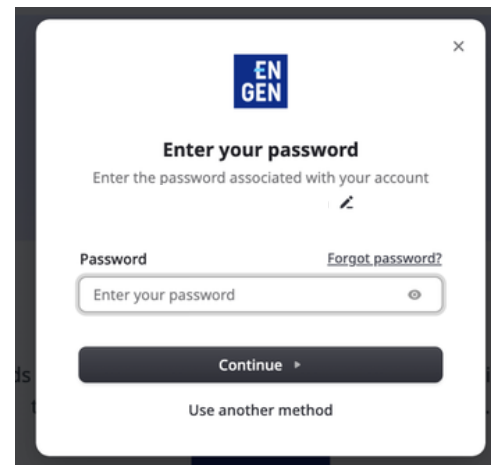
<https://learner.engen.cloud/>



The screenshot shows the 'Sign in to ENGen Learner Cloud' page. It features the ENGEN logo at the top left. Below the logo, the text reads 'Sign in to ENGen Learner Cloud' and 'Welcome back! Please sign in to continue'. There is a 'Continue with Google' button with a 'Last used' label. Below this is an 'Email address' input field with the placeholder text 'Enter your email address'. At the bottom is a 'Continue' button with a right-pointing arrow.

Step 2. Enter your Email Address

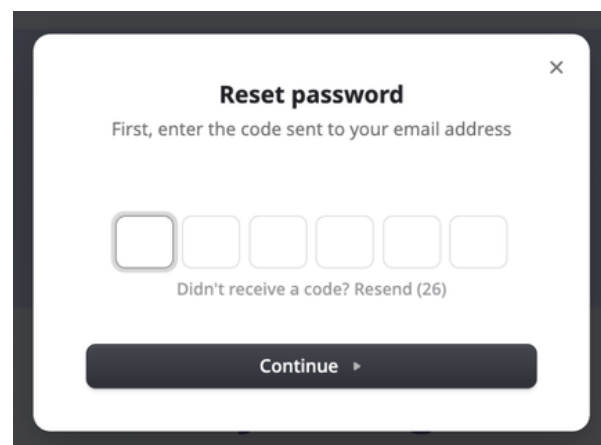
Enter your email address and click **Forgot Password**.



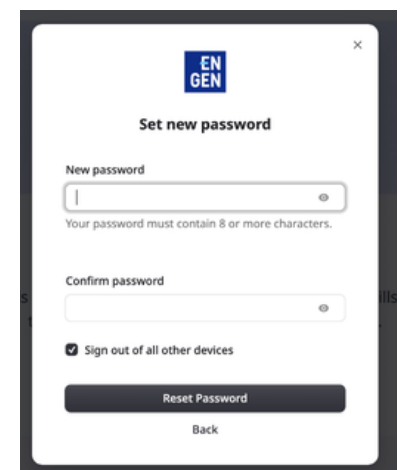
The screenshot shows the 'Enter your password' page. It features the ENGEN logo at the top left. Below the logo, the text reads 'Enter your password' and 'Enter the password associated with your account'. There is a 'Forgot password?' link. Below this is a 'Password' input field with the placeholder text 'Enter your password' and an eye icon. At the bottom is a 'Continue' button with a right-pointing arrow and a 'Use another method' link.

Step 3. Verification Code

You will receive an email with a verification code. Enter the code and create a new password.



The screenshot shows the 'Reset password' page. It features the ENGEN logo at the top left. Below the logo, the text reads 'Reset password' and 'First, enter the code sent to your email address'. There is a verification code input field with six empty boxes. Below this is a 'Didn't receive a code? Resend (26)' link. At the bottom is a 'Continue' button with a right-pointing arrow.



The screenshot shows the 'Set new password' page. It features the ENGEN logo at the top left. Below the logo, the text reads 'Set new password'. There is a 'New password' input field with a placeholder text 'Your password must contain 8 or more characters.' Below this is a 'Confirm password' input field. At the bottom is a 'Reset Password' button with a right-pointing arrow and a 'Back' link.

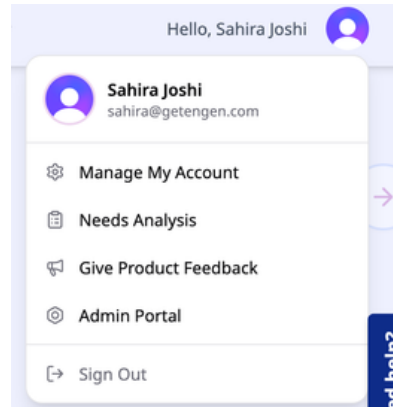
Questions?

Email: help@getengen.com

How do I change the language of my account?

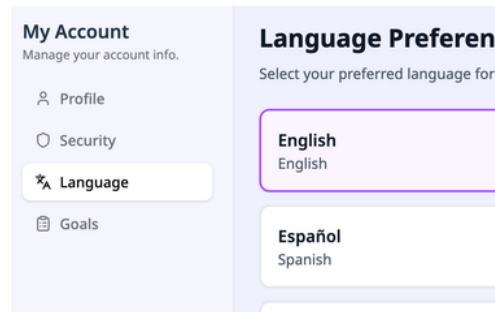
Step 1. Go to Manage My Account

Click on the person in the top right, then click **Manage My Account**



Step 2. Change Language

Click **Language** on the right, then pick the correct language.



Need Help?

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

