



## Parent/Guardian Guidance - View and Sign Electronically

### Access your child's documents

SameGoal is an application districts and other local education agencies use to manage Special Programs such as Special Education, Section 504, Advanced Learners, English Learners and K-4 Literacy.

**As a parent/guardian, educators may grant you access to view and sign documents for your child.** Access is shared via an email. Once received, click the enclosed link.

**💡 Tip** If you believe a document was shared with you but have not received an email, please check your Spam folder.

## View a document


If you are viewing the document while a meeting is being held (for example, over the phone or by video conference), you will be able to:

- **See edits in real-time** - Parents see staff edits in real-time. Your screen will automatically scroll to the most recent field an educator has clicked in so that it's easy to follow along.
- **Chat** - A name card icon appears in the top right corner of the document for any user besides yourself currently viewing the document. To see the full name of each user, hover over the icon. To chat, click the card and a chat textbox will appear. Type messages into the textbox and click **Enter** to send. If the user is logged into the application but is currently signed out of chat, a message will appear over the field.


## Electronically sign a document

If your access includes both the ability to **view and sign**, parent signature related fields will be editable. To apply your signature:

- Identify areas in the document where parent/guardian signature is required. Signature fields are denoted with a pen icon.
- Answer any relevant questions to your signature in each area (e.g. whether you grant consent, agree, date, etc).
- Apply your signature:
  - Click on the signature field. An **Adopt and Sign** dialog box will appear.
  - Type your full name in the **Full Name** field.
  - Draw your signature in the **Draw Signature** box. If using a desktop or laptop computer, use your mouse or trackpad. If using a tablet, phone or touch screen laptop, use your finger. To clear and redraw your signature, click the **Clear** button.
  - Click the certification agreement ("I certify my name and signature are reflected accurately. I acknowledge entering a false signature constitutes forgery, which may carry criminal and civil liability.")
  - Click **Adopt and Sign** to apply your signature. Click **Cancel** to close the dialog without applying.

 **Tip** If you need to re-sign or see a new version of a document (for example, if an amendment is made), the document must be re-shared by an educator.

## Common issues

 **Tip** If you ever experience issues accessing or signing a document, ensure you are using the document link from the most recent email. You may need to check your Spam folder.

### Link is not working

- If a document link is not loading, first make sure your internet connection is working as expected.
- If your email is through your employer, your employer's network may be blocking the link. Reach out to your network administrator and confirm you are able to access samegoal.com.
- Educators may remove a parent's document access. This is commonly done if additional changes need to be made and they don't want the parents to be confused if something doesn't look correct/complete. If your access has been removed, the link won't work and you will see an **Error** dialogue box when trying to sign in. Reach out to a staff member to have them re-share the document with you.

### Can't fill out/sign the document

- You may only edit parent-specific fields. Ensure the field you are trying to edit or sign is meant for parents.
- Once a document is completed, you can no longer add your signature. A document shouldn't be completed before signatures are added. However, if you signed a hard-copy of the document, it may be uploaded as an attachment to the document.
- You must have **View and sign** access in order to make changes to a document. The email will indicate which permissions you have. If you have only been invited to **View** the document, reach out to a staff member to have them update your permissions.
- If you are re-signing a document (for example, after an amendment has been made), the document will need to be reshared with you as document permissions are paused when a document is completed.

### Not seeing any document updates

- If you are seeing an outdated version of a document and are not seeing updates that have been made, this is likely because your permission has been paused. This happens any time a document is completed. If an educator incompletes or amends a document, you will continue to see the document as it was when it was completed. When this happens, you can reach out to a staff member to have them reshare the document with you.

