samegoal

Parent/Guardian Guidance

What is SameGoal?

SameGoal is an online application that districts and other local education agencies use to manage documentation for special programs such as Special Education, Section 504, Gifted Education, English Learners, and more.

As a parent/guardian, educators may grant you access to view and sign documents for your child.

- Access a document
- View a document
- Edit a document
- Electronically sign a document
- Unsubscribe
- Common issues

Access a document

When a document is shared with you, you will receive an email from SameGoal. This email will include the following information:

- The name of the educator who shared the document with you.
- The type of access you've been given.
  - **View:** You will be able to access a read-only version of the document.
  - **View & Sign:** You will be able to edit guardian-specific fields and electronically sign the document.
- A link to the document that was shared with you. If more than one document was shared with you at once, the email will contain links to each of the documents.
- Any additional notes the educator may have included.

Steps *To access your child's document:*

1. Navigate to the document share email.
   - You can access documents from a phone, tablet, or computer.
2. Click on the document link in the email.
3. Certify that you are the legal parent/guardian for the student.
4. You will be logged into SameGoal where you can view, edit, or sign the document (depending on your permissions).

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

Tip If you would like to opt out of receiving emails from SameGoal, you can unsubscribe.

View a document

To navigate within a document, you can:

- Scroll top to bottom through the document using the scrollbar on the right or by using your mouse/trackpad (or finger if you are on a phone or tablet).
- Click on the section tabs along the top of the document to move section by section.
- Click on **Attach** in the top right to view any attachments that are associated with the 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 staff edits in real-time.
- Your screen will automatically scroll to the most recent field an educator has clicked in, making it easier to follow along.
- There will be a popup icon at the top of the screen for each participant who is also viewing the document. The icon will display the collaborator's initial, but you can see their full name by hovering over the icon.

Edit a document

If you were granted **View & Sign** access, you will be able to edit guardian-specific fields. Some forms only allow parents to add their signature while other forms have several fields where parents may provide feedback.

Throughout the document, all fields that you are able to edit will be highlighted. However, just because a field is highlighted doesn't necessarily mean you are required to fill it out.

Steps *To edit a document:*

1. Click into a highlighted field.
    - If a field is not highlighted, you will not be able to click into it or edit it.
2. Once you click into the field, simply begin typing to fill out the document.
3. There is an editing toolbar at the top of the screen that you can use to format your work.
4. If there are any Yes/No or multiple choice questions, you can simply click on the answer(s) to update the document.
5. Electronically sign in signature fields.

Tip **Your changes will save automatically**, so when you are done editing the document, you may log out or close your browser.

Tip You will not be able to edit a document if it is marked complete, even if you have **View & Sign** permission. You can check the status of the document on the right side of the toolbar. If the document is in progress/not complete, it will have a icon. If the document is finalized/marked complete, it will have a icon.

Electronically sign a document

If you have **View & Sign** access, in addition to being able to edit guardian-specific fields, you will be able to electronically sign the document.

Steps *To sign a document:*

1. Identify areas in the document where parent/guardian signature is required. Signature fields are denoted with a pen icon.
2. Answer any signature-related questions (e.g. whether you grant consent, whether you agree, date, etc).
3. Click on the signature field. An **Adopt and Sign** dialog box will appear.
4. Type your full name in the **Full Name** field.
5. Draw your signature in the **Draw Signature** box. If you are using a desktop or laptop computer, use your mouse or trackpad. If you are using a tablet or phone, use your finger.
    - To clear and redraw your signature, click the **Clear** button.
6. 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").
7. Click **Adopt and Sign** to apply your signature.
    - Click **Cancel** to close the dialog without applying your signature.

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

Unsubscribe

If you would like to opt out of receiving emails from SameGoal, you can unsubscribe.

Steps *To unsubscribe from emails:*

1. Navigate to an email from SameGoal.
2. In the footer of the email, click **Manage your subscription preferences**.
3. Unselect the notification types you would like to opt out of receiving emails for or select **Unsubscribe From All Email Lists** to unsubscribe from all emails.
4. Click **Update My Preferences**.

Tip If you unsubscribe from **Document Events**, educators will no longer be able to electronically share documents with you. In order to access your child's documents in the future, someone from the district will need to provide you with a printed or downloaded copy.

Tip If you would like to resubscribe after unsubscribing, you will need to locate an email you previously received from SameGoal and use the link in the footer to update your preferences to opt back in.

Common issues

Link is not working

- If a document link is not loading, first make sure your internet connection is working as expected.
- Ensure you are using the document link from the most recent email. You may need to check your Spam folder.
- 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** dialog box when trying to sign in. Reach out to a district staff member to have them re-share the document with you.

Can't fill out/sign the document

- You may only edit guardian-specific fields. Ensure the field you are trying to edit or sign is highlighted.
- Once a document is completed, you can no longer edit it. You can check the status of the document on the right side of the toolbar. If the document is in progress/not complete, it will have a 🔓 icon. If the document is finalized/marked complete, it will have a 🔒 icon. A document typically 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 & 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 re-shared 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 re-share the document with you.

Unsure what specific fields to fill out

- If you don't know how you should be filling out a specific document, contact a district staff member and ask them to provide guidance about what is expected.