

Genesis FAQ  
(Frequently Asked Questions)

Welcome to the Genesis FAQ page. If you have an issue, please try one of these solutions. Otherwise, please use the email address provided above.

Here are some of the most frequent questions asked so far (updated 09/18/2013):

1. From Parent: *“When using parent portal (parents.rtnj.org), and viewing assignments, I am unable to print the assignment. My Microsoft Word displays the message: this document is read-only. You may Prints, Save, or open the document. When I click on Print, my computer ‘blacks-out’.”*
  - a. Suggestion: Save the document to a known place on your computer (desktop or My Documents)
  - b. Open the saved document
    - i. If a message is received that this is an untrusted document, click on **ok** to open
  - c. Cause: the users security settings on their local computer prevents pop-ups or untrusted sources
  
2. From Parent: *“I attempted to open an Adobe formatted assignment in Genesis grade-book. Adobe would not open the document. I am going crazy. I spent an hour and a half trying to get Microsoft technical support to help me. I am frustrated. Please HELP!”*
  - a. Suggestion: Check and upgrade your Adobe reader.