genome

Getting started with Genome

The guide is structured in a way, that allows you to follow a flow of answers and information naturally or dip in and out as required. It includes new topics, features, and functionality, so it is now more comprehensive than ever. It is also Interactive, using cross-references, and hyperlinks, enabling you to follow your logical path and gain a detailed understanding quickly while going as deep as you need all within one single reference guide.

Table of Contents: Updated as of Dec 26, 2022

What is Genome?

Genome is Genpact's learning infrastructure where learning happens through four pillars of Because, Immerse, Transform and Solidify (BITS).

- Because is about assessing your current skill sets and comparing them with the required skills and proficiencies for the current role.
- Immerse is about self-guided learning using the curated material.
- Transform is about connecting with gurus.
- Solidify is about learning by doing where learners put their knowledge to practice.

For more details on how Genome works, please watch this **video**.

Where do I start on Genome?

Start with the Genome home page, where you can find out how Genome works **https://genome.genpact.com**

Once you have some context about Genome and how it works, it's time to inventory your skills.

- For more information about My Profile, please click on *What is My Profile?*

How is Genome going to help me achieve my potential?

In small, incremental steps, known within Genome as BITS. Each Genome skill/proficiency has a BITS Wave. Learning happens in BITS!

What does BITS stand for?

Because, Immerse, Transform and Solidify.

Think of BITS as a wave of learning, starting with Because and ending with Solidify.

The How

There is a great explanation of BITS and how it works on the "How page of Genome", please access the link for details: **https://genome.genpact.com/the-how**

BITS, *step-by-step*

There is also a great video of Gianni Giacomelli (Chief Innovation Leader) taking you through Genome BITS, step by step: **Click here to watch the video**

What are the detailed steps to take under B,I,T&S to complete a wave?

There is a great explanation given how the Genome wave works step by step across BITS. Go to "The How" page > scroll down and click "Now let's look at the details": **https://genome.genpact.com/the-genome-wave-experience**

How do I make time for learning?

Make it a habit – look at your calendar and think Genome. Block time and start with something that you can use right now. Brush up on your skills before critical meetings. Live in 'The Future of You' a bit every week.

How can I be assured that I'll only see the best content for a subject?

All the content under Genome has been hand-picked by designated Gurus and the Master Gurus in Genpact, but we also welcome your feedback on the content, and are continuously working towards improving the platform to suit all your learning needs.

How can I view the content offline?

There are multiple sources of content, and it depends on the provider as to whether offline viewing is possible. If the content is hosted on SharePoint then, you will not be able to download content locally on your smartphone.

Is Genome available as an app?

Genome app is downloadable from Playstore and Appstore. Scan the QR code below to install the app

What is My Profile?

My Profile is a skill mapping process – it enables you to select the skills that you have some level of proficiency in and then rate yourself against that skill.

My Profile has 5 stages you need to complete; they are:

1. **Function & Role** - You tag yourself on the current function and role within that function.
2. **Industry** - Tag yourself on your current industry(s) and rate yourself on proficiency level
3. **Functional Domain & Service Line** - Tag yourself on your current Functional Domain & Service Line skill(s) and rate yourself on proficiency level
4. **Digital** - Tag yourself on your current Digital skill(s) and rate yourself on proficiency level
5. **Professional**- Tag yourself on your current Professional skill(s) and rate yourself on proficiency level

Please note you may see some pre-populated skills in the skill categories, tagged at Beginner. These are critical skills for your current role and therefore pre-populated in your profile. You can edit the proficiency level tagging from Beginner to any other based on your self-assessment.

Add to My Plan

The second step is to select which skills will form part of your learning plan - My Plan.

- For more information about My Plan, please click on **What is My Plan?**

As you select the relevant skills in My Profile you will also get the opportunity to add that skill to your learning plan (My Plan). That enables Genome to build a personalised set of learning content for you. You can filter out your skills dials based on "Skills", "Progress" and "Type of content"

What is Ideal Profile?

Ideal Profile is a mapping of skills *relevant*, and therefore *required* skills, to a specific job role and job function, i.e., the ideal profile of skills (and proficiency) for a role & function. The skills and proficiencies in Ideal profile are designated by the business.

Elements

The mapping of required skills has been completed by Genpact for some of the elements but not all of them. Every element has automated mapping of required skills and required proficiencies at a skill level for a specific role / function.
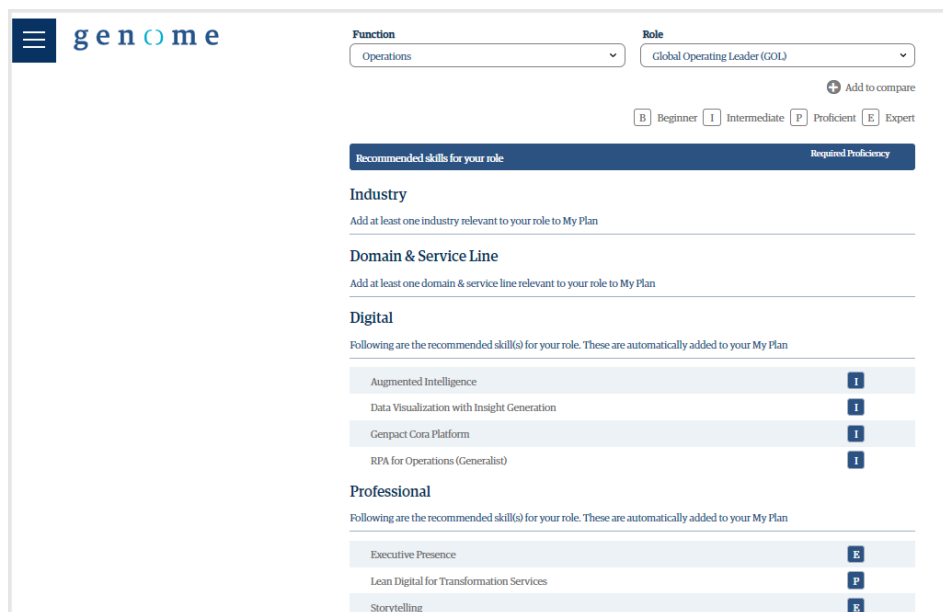
Ideal Profile enables you to view those mappings and compare up to three roles & functions simultaneously. For more details click on the link below:
https://genome.genpact.com/ideal-profile

What are the proficiency levels?

Genome is designed around four proficiency levels –

- Beginner
- Intermediate
- Proficient
- Expert

In My Profile, under each skill category, you can refer to proficiency definition for skills by clicking the info icon shown below:
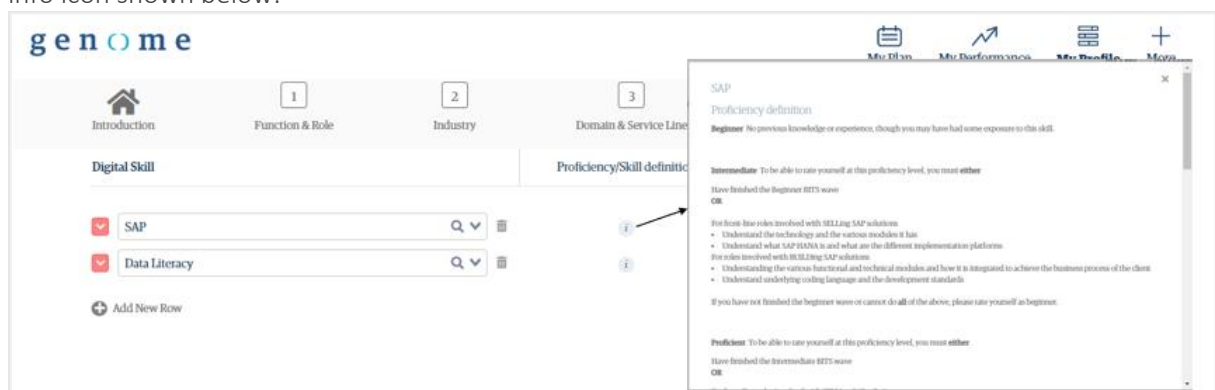
- For more information about My Profile, please click on *What is My Profile?*

How is My Profile different from the previous Profile?

My Profile has been redesigned around you – the user – and should offer you an improved experience, directly accessible from within the Genome site. There are some other significant changes as to how Genome uses your skills profile to curate a customized learning plan for you, but for that you are required to complete an additional step of adding skills to your learning plan (My Plan).

- For more information about the Add to My Plan function, please click on *Add to My Plan*
- For more information about My Plan, please click on *What is My Plan?*

What function should I choose if I am on a project?

Your selection should be based on your function in the organization rather than the project you are on at any one time. If, for example, you are currently working within Digital as your function, but consulting on a project for CGRLH, you should choose Digital as your function (and not Consulting).

This is because projects are time bound, and you will eventually move to another project.

How does leaving role blank impact my profile?

You will not be able proceed to the next step in building your profile without selecting a role (and function). Ask your supervisor, or HR (your learning partners) if you are not sure of which function or role you should select. Additionally, the Ideal Profile option, enables you to view these mappings and compare up to three roles & functions simultaneously.

- For more information about Ideal Profile, please click on *What is Ideal Profile?*

How do I add my experience to my profile under a previous role?

Genome is designed to work for your *current* role, however, your experience from previous roles can be added to your skills profile; simply select the skills in which you are proficient and rate your proficiency within each element.

Remember that it is against your current role where Genome will curate learning content, so make sure you add the skills that are relevant for your current role to your learning plan (My Plan).

- For more information about elements see **Elements**
- For more information about proficiency levels see **What are the proficiency levels?**
- For more information about My Plan see **What is My Plan?**

How often should I update My Profile?

Ideally you should update it whenever you acquire a new skill or progress your proficiency for a skill. Remember, your profile is a live platform that best describes your skills to others at Genpact. This will also be used on an on-going basis by resourcing teams, who are looking-out for qualified people for projects/initiatives/RFPs across Genpact.

Note that when you update your skills profile (My Profile) Genome (re)calculates your learning plan needs, therefore you are likely see a change in your learning plan (My Plan). Be sure to visit your My Plan a few hours later to see the latest recommendations.

- For more information about My Plan, please click on ***What is My Plan?***

What do I select if a selection is not applicable to me?
There is an option to select 'Not Available' in case you do not find a relevant skill in the drop down. However, ask your supervisor, or HR (your learning partners) if you are unsure what selections are applicable for your function or role. Additionally, Ideal Profile option enables you to view these mappings and compare up to three roles & functions simultaneously.

For more information about Ideal Profile, please click on ***What is Ideal Profile?***

What do I select if there is no content on EdCast for the skill I want / need to include in My Plan?
We know that this can be confusing, and we are working hard to enable content on EdCast to complete BITS waves so that this becomes a less frequent issue for learners.

In the meantime, please select "Not Applicable" as the skill – which is not required to My Plan - and My Profile will enable you to progress to the next step.

Do I have to rate myself against all skills?
Not at all. You must rate yourself on only those skills that are either relevant to your role and/or those that you want to learn.

If you have selected a skill which has sub-skills, rate yourself on at least one sub-skill.

Some skills auto-populate because Genome knows they are required for the function and role you have selected, for example skills in the Professional element are auto-populated basis your role, but you do not have to rate yourself against them

Is there anyone who cannot use My Profile?
Everyone in Genpact should use Genome as it has been designed to help you reach your potential at your own pace.

From a technical perspective, My Profile is part of the Genome microsite (genome.genpact.com) and should be accessible to everyone who has an OHR.

If you cannot access My Profile, please ask your supervisor or HR (your learning partners) for assistance. If you cannot find assistance either from your supervisor or HR then, you need to raise a ticket on Helpmate
You can also raise your issue through "Support" link under Genome hamburger menu.

What do I select if I am from the HR or the Training team?
For all People Function (HR, Training, Hiring, etc.) teams, two roles have been defined:
a) HR Leader
b) HR Manager (under Function 'Enabling Functions (HR, Finance, IT etc.'))

Where can we see the summary of my self-assessment so that I can compare the gap between my current and required proficiency?

My Profile Summary page provides a summary of your entire skills profile, including your current (self-rated) proficiency as well as the required proficiency for each skill in your profile. It'll also tell you whether that skill is included in your learning plan (My Plan) or not and if there is a channel of learning content on EdCast for that skill. You can share / download the profile summary.

My Profile Summary
https://genome.genpact.com/my-profile?page=summary

Can I add certifications for skills that I have achieved on My Profile?

Right now, that's not possible, but Genome team is working on enabling this in the future. Stay tuned!

How do I choose which proficiency is right for me for a skill?

There are proficiency / skill definitions for each skill either at a top level or at a sub-skill level. You can view these by selecting the associated information icon next to the skill under the "proficiency / skill definitions" column within that element.

The definitions are based on two parameters:
   a) How often do you practice a skill – seldom, frequently?
   b) How much guidance do you need while applying that skill?

   • For more information on proficiency levels, please click on *What are the proficiency levels?*

Will the My Profile skill set include role-specific skills?

That is the intention, to include role-specific (role-relevant) skills in My Profile based on the skills associated to a role and function within Ideal Profile.

However, if you find that a skill that you believe should be included is not present for your role, then please ask your supervisor, or HR (your learning partners) about whether there is an alternative role that you could select which would better reflect the skills that match your current role.

Additionally, Ideal Profile enables you to view these mappings and compare up to three roles & functions simultaneously.

   • For more information about Ideal Profile, please click on *What is Ideal Profile?*

What happens if I am unable to complete My Profile during one session?

Don't worry whatever you have been able to complete will be saved.

What do I do if an expected selection is not available from a drop down?

There is an option to select 'Not Available' in case you do not find a relevant skill in the drop down. However, ask your supervisor or HR (your learning partners) if you are unsure what selections are applicable for your current function or role.

Additionally, Ideal Profile enables you to view these mappings and compare up to three roles & functions simultaneously.
   • For more information about Ideal Profile, please click on *What is Ideal Profile?*

Does My Profile remember my skill profile selections?

Yes, My Profile remembers the skills you selected and the ratings that you provided for each; therefore, you need not re-create your profile.

If you want to amend / edit your skills profile, simply amend the parts you wish to change.

Remember that you will need to update / maintain your skills profile as things change in relation to you, your role or your learning, i.e., as you complete a BITS wave.

- For more information about updating your skill profile, please click on *How often should I update My Profile?*

Does My Plan show every skill that is in My Profile?
No; only the skills that were added to your learning plan (My Plan).

You may have added a skill to your skills profile (My Profile) but *not* added that skill to your learning plan (My Plan), and therefore that skill will not show in your My Plan.

There is another circumstance where you may be unable to add a skill to your learning plan which is-insufficient content on EdCast for the complete BITS wave for that skill, in which case that skill will not be included in your learning plan.

- For more information about adding a skill to your learning plan, please click on *Add to My Plan*

Why if the proficiency I have completed for a skill not showing as progressed in My Profile?
When you complete the Solidify stage of a BITS wave for a skill, it is detected automatically by Genome and reflected in your learning plan (My Plan). However it is not automatically reflected in your skill profile (My Profile) at this time. This feature will be implemented soon, and your skill profile (My Profile) will be updated with your actual proficiency for each skill for which you have successfully completed a BITS wave. Be rest assured, that data is safe, and we will retrospectively update records once the feature is enabled.

If you would like My Profile to reflect your new proficiency level, you can update it yourself; simply go to the section from Profile Summary page and edit the skill proficiency to your new proficiency.

Whom and how do I reach out to for any clarifications while completing my skills profile (My Profile)?
If you are ever in doubt, ask your supervisor, or HR or L&D (your learning partners) about what you should select to reflect the skills that match your current role.

Additionally, Ideal Profile enables you to view those mappings and compare up to three roles & functions simultaneously.
- For more information about Ideal Profile, please click on *What is Ideal Profile?*

Finally, if you cannot find assistance either from your supervisor, HR or the information within the FAQs then you might wish to raise a ticket on Helpmate.
You can also raise your issue through "Support" link under Genome hamburger menu

What is My Plan?
My Plan is where you go to find out where you and what you should be learning next.

It is made up of content that is personalised to your learning needs and guides you to appropriate learning material for you to follow the BITS journey (wave) to completion.

There is a great video that explains My Plan and how to use it: Genome2021

My Plan communicates what is left for you to achieve your potential.
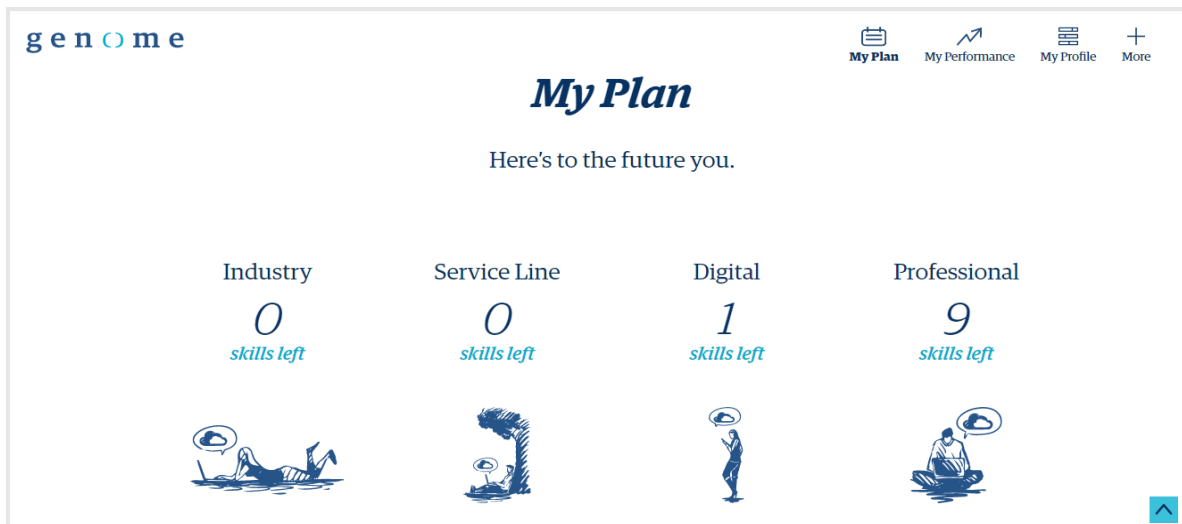
My Plan has three components-
1. Skills left under each skill category
2. Waves left
3. Skill dials

Definition of Skills left– The total no. of skills that you have added in your Plan under each skill category (Industry, Functional Domain & Service Line, Digital and Professional) and are to be completed.

Definition of skill dials – Skill dial is a visual representation of
*   where you are in your BITS journey on the tagged proficiency level.
*   How many steps away are you from your required proficiency in that skill.

The needle indicates your current (self-rated) proficiency, and the flag indicates the required proficiency for that skill associated to the function- role selected in My Profile.

Clicking on "Continue your BITS wave" will open a new browser window / tab and take you to the learning content on Immerse / Transform / Solidify depending on where you are in your learning journey.
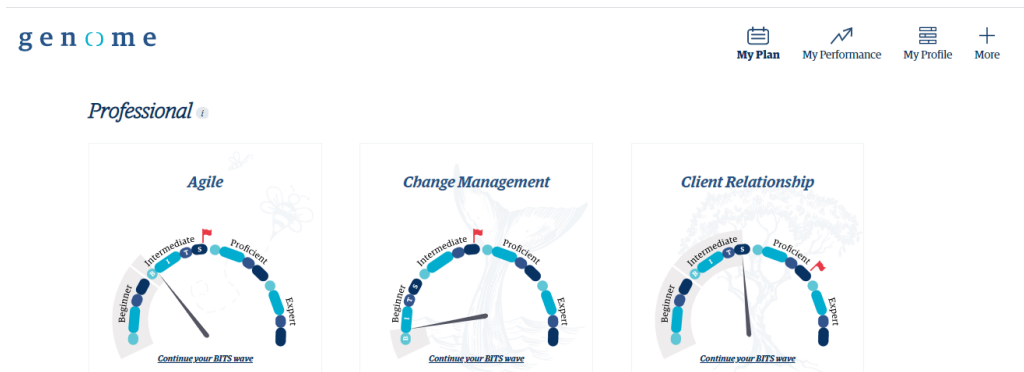
What is a Skill?

A skill is something that you declare (self-rate) in which you have a proficiency, e.g. "Lean and Six Sigma" or something that a job role & job function requires that person to have, e.g. for the role of Global Relationship Manager (GRM) in Sales, the skill of 'Client Relationship' at the required proficiency is of 'Expert'.

How will I know which skills should I add to My Plan?

We understand that it might be difficult to know which skills are most relevant for you to add to your learning plan (My Plan), and that's ok.

It doesn't matter if you make what you think is a mistake / add a skill that you later think isn't relevant for your role or need to add an additional skill. You can simply go back to My Profile and amend your skill profile.

You can also ask your supervisor, or HR (your learning partners) if you are unsure what selections are applicable for your function or role.

Additionally, Ideal Profile enables you to view those mappings and compare up to three roles & functions simultaneously.

When does the needle on the dial change?

The needle on the dial for a skill on My Plan changes - progresses in the direction towards the required proficiency for that skill – as you progress through the BITS wave.

You complete a BITS wave when you complete the Solidify stage for that skill.

Completion of Solidify is detected automatically by Genome and is reflected in your learning plan (My Plan), however it is not automatically reflected in your skill profile (My Profile) at this time. If you would like My Profile to reflect your new proficiency level, you will need to update it yourself. The Genome team is working on automating this for My Profile in the future.

What happened to the dial, it has vanished!?

After you have met the required proficiency level for a skill - by completing the BITS waves - the dial (speedometer) will vanish from your My Plan and the numerator in waves left will come down.

If that happens to you, *congratulations*, you have successfully completed the required proficiency for that skill and progressed towards your full potential for your role.

- For more information about BITS waves, please click on *Error! Reference source not found.*

If this has happened and you *don't* think it should have, then perhaps it's an error, in which case as with any issue you come across, please do get in contact; raise a ticket on **Helpmate.**
You can also raise your issue through "Support" link under Genome hamburger menu.

Why hasn't My Plan updated / why is My Plan saying, "Skills update pending"?

If you have made any changes in My Profile, it can take up to 3 hours for changes to reflect in My Plan. During these 3 hours, you will not be able to access My Plan.

Check back on the My Plan page in a few hours to see if the update has occurred.

- For more information about My Plan updates, please click on *My Plan updates*

My Plan updates :

My Plan takes 3 hours to update your information. If you have updated your skill and proficiency level in My Profile then it takes 3 hours to reflect in My Plan.

https://genome.genpact.com/my-plan

You can also jump directly to My Plan using the shortcut on your desktop:

What is Audio, Video and 15 mins content?

My Plan gives the flexibility to filter / view content by video, audio, or content up-to 15 mins. Click on any of these options to access content.
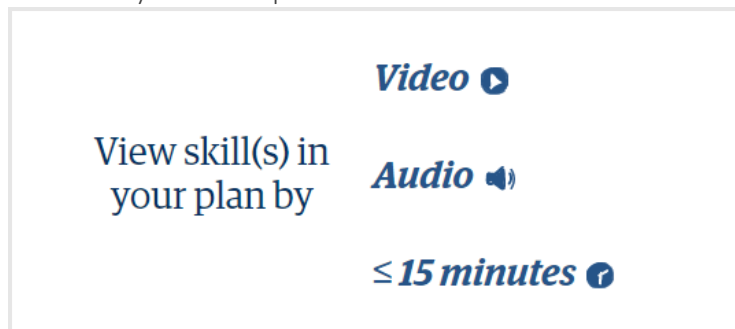
What is My Performance?

My Performance is your learning summary about what you have achieved in Genome
There are 5 features on this page that show your learning progress
 1: Learner Score: Calculated by tracking user activity across BITS.
 2: Learning Days: No. of days in a month you have completed learning activity across Immerse, Transform and Solidify.
 3: Your relative ranking: Relative score ranking in Genpact
 4: Immerse, Transform and Solidify completion: Lists the skills you have completed across Immerse, Transform and Solidify
 5: My Learning Trend: Month on month score growth.

Why are some of my skill-dials (speedometers) glowing on My Plan page?

The skill-dials (speedometers) start glowing once you have completed 75% of your Immerse journey or more.

I have achieved my required proficiency on a skill. I can see the respective skill under wave completion on the My Performance page. However, I cannot find the skill dial for that skill on the My Plan page. Is there data missing on My Plan?

If you have achieved your required proficiency for a skill it will no longer be in your My Plan.

The skill and proficiency will show under wave completion on the My Performance page as an achievement.

If you want to learn beyond your required proficiency, do so by logging into Edcast directly. You will continue to get the Genome score for learning beyond the required proficiency.

Why don't I see skills where I have completed Immerse / Transform / Solidify on My Performance page?

When you finish Immerse / Transform / Solidify on any skill, My Performance page does not get updated real time. For Immerse and Transform, the status is updated within 24-48 working hours.

Once Immerse status shows as complete on My Performance, this data will be retained for 12-weeks, and the completion status will not change even if new cards or mandatory journeys are added. You should complete Transform within this 12-week timeframe, else your Immerse completion status may reset in case new content is added.

Note the next refresh date and data period on this page

I have completed all the mandatory content on Immerse however why don't I see the skill in the Immerse completed skills on My Performance?

Please allow 24-48 working hours for Immerse completion status to be updated on My Performance. Once Immerse status shows as complete on My Performance, this data will be retained for 12-weeks, and the completion status will not change even if new cards or mandatory journeys are added. You should complete Transform within this 12-week timeframe, else your Immerse completion status may reset in case new content is added.

In case the skill doesn't show up in the list of Immerse completed skills on My Performance, please check if you have completed all mandatory Immerse content by clicking on each of the mandatory Immerse journeys, including those that show as 'completed' (marked with a green tick). The completion % of the journey will refresh. If the completion % is less than 100%, click on 'Expand All'. Read/view all the remaining cards and mark them as Complete.

1. Check journey completion % after clicking open each mandatory journey
2. Expand All to see which cards are not completed
3. Click View More if more if journey has more than 10 cards
4. Read/view and mark the remaining cards as Complete

Why is a skill and proficiency level no longer showing as Immerse complete on My Performance?

Immerse status may reset if Transform is not cleared within 12-weeks of completing Immerse if new content / mandatory journeys have been added during this time. Click here to know how to find new content to be completed.

I see all the journeys for a skill and proficiency level as completed (with a green tick). However, I received a Transform unsuccessful completion notification/email suggesting that my Immerse was not complete. How is that possible?

Please check your Immerse completion status on My Performance. In case the skill and proficiency level doesn't show up as Immerse completed, please check that you have completed all mandatory Immerse content by clicking on each of the mandatory Immerse journeys, including those that show as 'completed' (marked with a green tick). The completion % of the journey will refresh. If the completion % is less than 100%, click on 'Expand All'. Read/view all the remaining cards and mark them as Complete (click here to know how to find new content to be completed). Post completion of Transform, an extended timeline of 3 weeks is given to complete pre-requisites including 100% Immerse completion. You will be notified of successful Transform completion once the prerequisites are complete. In case the pre-requisites are not completed within the stated timeframe, you must repeat Transform.

How can I complete a wave in Genome?

To complete a wave, you need to rate yourself for a skill on My Profile, completing Immerse journeys on Edcast, finishing Transform (Guru Connect/Guru Forum) and completing Solidify for a skill at a particular proficiency

How and where can I check if I have completed a BITS wave?

You can check your BITS wave completion status on My Performance page. Click on "Wave Completion" icon to view your BITS wave completion status. The table will also show the number of waves completed along with the date.

How can I check my Immerse, Transform and Solidify completion status?

You can check your Immerse completion status, along with dates you completed Transform, Solidify and BITS wave(s) by clicking on the "Download detailed BITS and wave completion data" on My Performance page.

Why can I not see the date of wave completion when my BITS is showing as complete?

In such cases, remember Genome is synchronising the data and running checks to ensure data accuracy. It may take a few days for the date to display.

How can I check the wave completion status for my team?

You can see the number of waves completed for each team member on the My Team Performance Page. Click on "Download" for a detailed view.

What is the refresh frequency for Immerse, Transform, Solidify, and wave completion data?

- Your Immerse, Transform, Solidify and Wave completion data refreshes daily with the lag of 24-48 working hours.

Why my needle colour changed for skill dials while I am still on Immerse?

Once you complete 75% or more of your immerse journey on skill proficiency, the needle gets highlighted. It will continue to highlight until you complete the wave for respective skill-proficiency. After you tag yourself on the next proficiency, the needle will stop highlighting.

Can I filter My Plan by skill, progress, and type of content?

Go to the My Plan page, select Industry / Functional Domain & Service Line / Digital / Professional for the "skill" dropdown. You can select your progress while choosing Immerse/ Transform / Solidify.
Note: Type of content (Audio / Video / 15 mins content) filter will only be active if your progress is showing as Immerse. In the case of Transform and Solidify, the filter will be greyed out

From the Genome website, how can I access the detailed steps required to take to complete BITS and wave?

On the Genome website top right corner, click on More, you can access the BITS Wave experience. You can access this from Genome home and The How page also.

Sometimes I miss finding a sub-skill even it is there in My Profile. Is there a way for the system to surface sub-skills, just like primary skills in My Profile?

We now have an **advanced search** feature on My Profile. When you are searching for a skill via the search box, the results will include primary skills as well as subskill.

FAQ on Genome Score
Here you will find FAQs relating to Genome Score.

How is my Genome Score calculated?
Your Genome Score – also known as your learner score – is a number that represents a distillation of a set of calculations based on your activities, such as:

- Complete or update your skills profile (inventory) in My Profile
- View and complete learning (cards) on EdCast
- Attend Guru Connects/ Guru Forums
- Complete Solidify
- Attend external or paid courses that are Genome approved
- Complete a B-I-T-S wave journey for a skill and get certified (Solidify) for that proficiency

You can always track your progress by viewing your Genome Score on my Performance page
https://genome.genpact.com/my-performance

How often is my Genome Score updated?
Your Genome Score is updated every fortnight.

The date at which your Genome Score was last updated is shown below the score.

The Genome team are working to increase the frequency of that update cycle with a target of every day or near real time.

Sometimes there might be a delay in updating your Genome Score; don't worry, it's not that you haven't progressed, it's likely because of a technical issue, and know that all your activity data is safe and secure.

There are circumstances where your Genome Score is not automatically updated; these may include:

- If you have attended a course that is not yet Genome-approved, you may be awarded points retrospectively once it is approved but any training completed before January 2019 will not attract any points.
- If you attended pilots of Guru Connects or Learning Tasks (previously called Learning Opportunities) that are not shown in EdCast these will also be awarded retrospectively.
- Any points that need to be included for HR or Manager decisions, e.g. promotion, will be processed in time for the October deadline.

What is a good Genome Score?
Our top learners have scores of over 100.

But if that seems like a distant star to where you are, don't worry, you can get your Genome Score progressed by dedicating some time to your own learning.

Note that higher scores have been associated with high amounts of self-paced learning.

At an individual level, if you have not got any score, then you should look to complete My Profile as soon as possible, as that's the first start on your journey to achieving your full potential because it enables Genome to provide you with a personalised learning plan (My Plan).

- For more information about how your Genome Score is calculated, please click *on* **How is my Genome Score calculated?**
- For more information about My Profile, please click on **What is My Profile?**
- For more information about My Plan, please click on **What is My Plan?**

How can I see where my Genome Score ranks relative to other learners Genome Scores?

You can see your ranking on My Performance.

- For more information about My Performance, please click on **What is My Plan?**

The date at which your ranking was last updated is shown below your ranking.

You can determine your ranking by viewing a percentile of where you are situated based upon your score relative to others in your peer group: i.e. top 10% would show you in the 90th percentile.
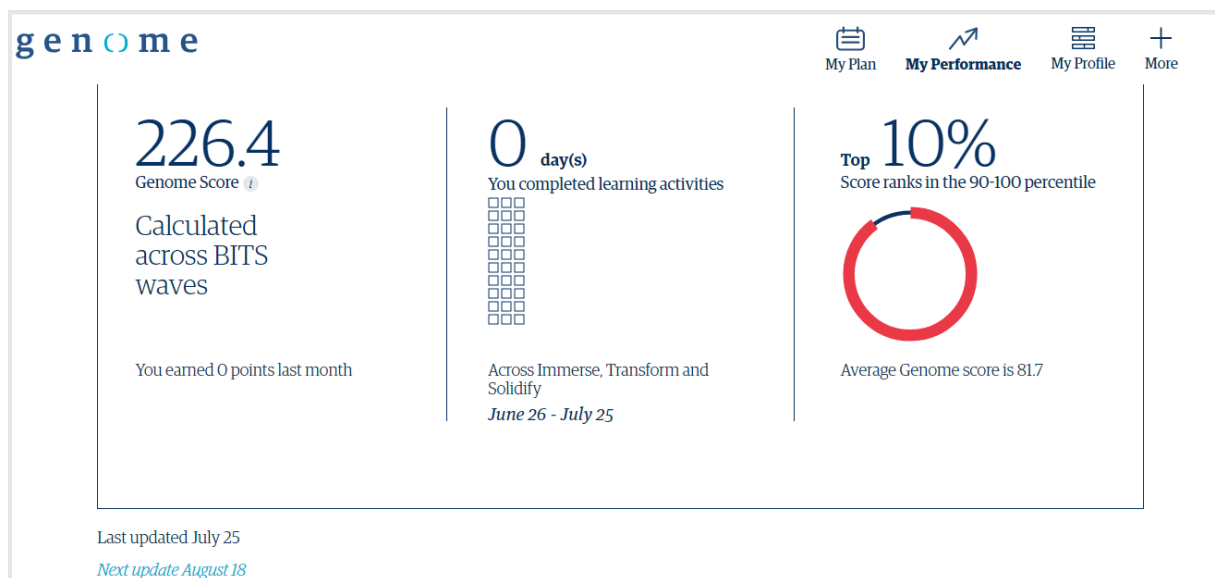
- For more information about how your Genome Score is calculated see **How is my Genome Score calculated?**

Manager Score Page

My Team Performance is the average of your teams combined score.
You will only see a My Team Performance on the Genome menu if you supervise / line manage other people.

1. My Team Performance has three components: Team score, count of days when team completed learning activities, relative learning percentage
2. Previous, current score and access to Profile Summary of each team member
3. Insights into team's top skills

My team Performance section is visible to managers only, who have at least one direct reportee under them in Ofcon.

Manager & Team Score

See how your team is getting on and identify ways to help them on their learning journey

36
Your average team score *i*

Last updated March 07

Next update March 31

08
Day(s) your team completed learning activities

Across Immerse, Transform and Solidify

February 06 - March 07

Bottom **30%**
Score ranks in the 0-30 percentile

Genpact average Genome team score is 76.1

Last updated March 07

Name ⇕	Current Score ⇕ (March 07)	Previous Score ⇕ (February 21)	Waves Left	View Profile Summary
Name	36.4	31.9	19/21	➡

Leverage Manager Toolkit for team learning ⬀   ⬇ Download

Note: The headcount is based on Ofcon dated 20 February 2021
We use OFCON data to map individuals to teams, if your team list is inaccurate, you can update them by ensuring PIDs for respective teams are tagged correctly to client / nature of work and that employees are tagged to the right PID, Business Group and Cost Code in their Primary Assignment. Your FP&A should be able to assist with this.

Team's Top Skills
Last updated March 07
Data source - Learner data from Immerse up to 5 skills

As a Manager, what do I need to know about Genome?

Genome is for everyone, so as an individual you have your own learning path, and as a manager you also have a responsibility to your team and their individual learning paths.

All managers should inspire their teams to use Genome – as it's the path for their team to achieve their full potential and ultimately makes for a rounded, successful team.

Specifically, encourage your team to engage with "My Plan" regularly – as My Plan is the place where Genome will guide them to specific learning content for their role and function.

My Plan relies on My Profile being up to date, so it is critical that your team members maintain their My Profile accurately and regularly.

- For more information about My Plan, please click on *What is My Plan?*
- For more information about My Profile, please click on *What is My Profile?*

Guidelines for you as a manager of a team

Here are some helpful guidelines to make sure that your team is getting the most out of Genome and is progressing towards their full potential:

Keeping My Profile up to date

- Require new joiners to create My Profile within one month of joining.
- Require existing team members to update their My Profile each time they complete a wave.
- They should each be updating their My Profile at least twice a year.

Encourage realism

- Strongly encourage people to be realistic in their self-rating of skills.
- Genome won't automatically validate an individual's self-rating.
- Learners are required to produce deliverables at the Solidify stage of their BITS wave. Failing to meet the required standards will impact their learning journey.
- Learners that overstate their proficiency for a skill will prompt Genome to serve content that's too advanced for them; this impairs their learning.

- A learner's skills inventory (My Profile) will increasingly be used for staffing decisions in projects whereby people selected (based on their declared proficiency) may lack the requisite competency and will see their performance ratings suffer.

Importance of completing waves
Remind your team that their self-rated proficiency level will not be formally recognised until they have successfully completed Solidify for the required proficiency level for that skill.

Choice of a "role" in Genome
Your team member's current job role requirements take priority over any others, so make sure they always start with the skills relevant to their current role.

- If there isn't a suitable role then highlight it to your L&D lead and that can be looked into, in the meantime help your team member choose the closest role within Genome.

Selection of "relevant" skills
It can be difficult for your team member to independently know and decide upon which skills are relevant to their role, so this is where you can help them.

Refer to the list of relevant skills when you select function and role. Refer to Ideal Profile to know the relevant proficiency levels required for the selected role. In case of doubt, discuss with your L&D partner and your manager.

Functional Domain & Service Line
Some people may value being given some guidance; you should encourage everyone to select at least one Service Line and Industry skill, that is most relevant to your business needs or learners' interest.

- If your team member's work is within a specific Service Line or Domain, for example OCAS, and they are on a full-time assignment to a client, then they should add that skill (e.g. OCAS) to their skills profile (My Profile) and their learning plan (My Plan).
- If your team member works across multiple Service Lines & Domains and genuinely does not have a *primary* skill alignment, then you should encourage them to add at least one skill to their skills profile and learning plan.
- If your team member aspires to specialise in a specific skill within a Service Line or Industry, then you should encourage them to add that skill to their profile and learning plan even if their current proficiency is low e g. Beginner.

Digital
Digital skills are critical to Genpact across all roles and functions, and everyone should add at least one Digital skill to their skills profile (My Profile) and their learning plan (My Plan). For some roles, the business has called out prioritised skills in Digital. These skills will get auto added to your learning plan (My Plan). You can refer to the list of prioritised skills on *What is Ideal Profile?*

Professional
Professional skills are added to a person's skills profile and their learning plan automatically based on job function and job role that that person selects in their My Profile; however, these can be adjusted upwards if required and should be done on a case by case.

As a manager how can I coach my team to make the most of My Plan?
It is great that you want to support you team to achieve their full potential through Genome.

There are a set of guidelines available, please click on *Guidelines for you as a manager of a team*

- For more information about being a manager and Genome see *As a Manager, what do I need to know about Genome?*

Where can I check my Genome (learning) score?
You can check your Genome score by visiting My Performance page
https://genome.genpact.com/my-performance

Remember that your Genome score is calculated by tracking activity such as completion of My Profile, learning on EdCast and participating in Guru connects.

- For more information about Genome score, please click on *FAQ on Genome Score*

Where can I find information on all that's new in Genome?
You can discover what's new in Genome by selecting "What's New" under the "Genome Tools" section of the main menu of Genome, that is accessible via the hamburger menu icon.

Here's what's new (Jan 2021):

- **My Plan – Redesigned**
    - User-friendly and granular skill dials introduced with representation of where you are on the BITS wave on any of the four-proficiency level. The needle indicates your current status on the skill.
    - Flag indicates ideal proficiency level for that skill.
    - For more information about My Plan, please click on *What is My Plan?*

- **My Profile - redesigned and renamed (from My Profile Builder)**
    - A more user-friendly way of building your skills profile, with contextually aware instructions and new features to enable My Plan as well as better instructions on how to complete.
    - For more information about My Profile, please click on **What is My Profile?**

- **Ideal Profile – redesigned**
    - No more Excel sheet that is complicated to read as Ideal Profile has been converted into an interactive microsite on the web, where you can quickly identify the relevant skills for different roles and functions. You can also easily compare up to three different roles at one time.
    - For more information about Ideal Profile, please click on *What is Ideal Profile?*

- **My Performance – all new**
    - User friendly page provide learning score, no. of points added every month, Immerse, Transform / Solidify completion and learning trend on monthly and quarterly basis.
    - For more information about My Performance, please click on *What Is My Performance*

- **FAQs – restructured, re-written, extended, and interactive**
  - Re-written around a narrative that focuses on you, whether you are just getting started on Genome or are already a pro and have a query you need answering.
  - Restructured so that you can follow a flow of answers and information naturally or dip-in and out as required.
  - Extended to include new topics, features, and functionality, e.g. My Plan, so it is now more comprehensive than ever. And it will continue to expand to serve you better.
  - Interactive, using cross-references and hyperlinks, enabling you follow your own logical path to gain a detailed understanding quickly and go as deep as you need all within one single reference guide.

- **My Team Performance – redesigned**
  - Simplified interaction with fewer steps to relevant information, such as your team's scores, together with useful information on how to help your team members achieve their individual Genome goals.

And Genome will continue to get better as the team progressively implements more changes focused around you, so keep coming back to Genome to discover more.

- For more information on what's new in Genome, please click on *Where can I find information on all that's new in Genome?*

Is there a learning policy in Genome that I can refer to?
Go to Genome website > click on More > you can find Genome Learning Policy

FAQ on EdCast
Here you will find FAQs relating to EdCast.

What is EdCast?
EdCast is the learning content platform that Genome uses.

Learning content in EdCast is organised to reflect the four levels or proficiencies, i.e. Beginner, Intermediate, Proficient and Expert (BIPE), each organized into BITS waves – and channels that corelate to skills, e.g. "Storytelling" – and then of course the ITS part of the BITS waves, i.e. Immerse, Transform and Solidify – so you should find it works as expected.

Below shows the learning content as "cards" on EdCast for "Storytelling" for "Beginner" proficiency, segmented by Immerse (I), Transform (T) and Solidify (S).
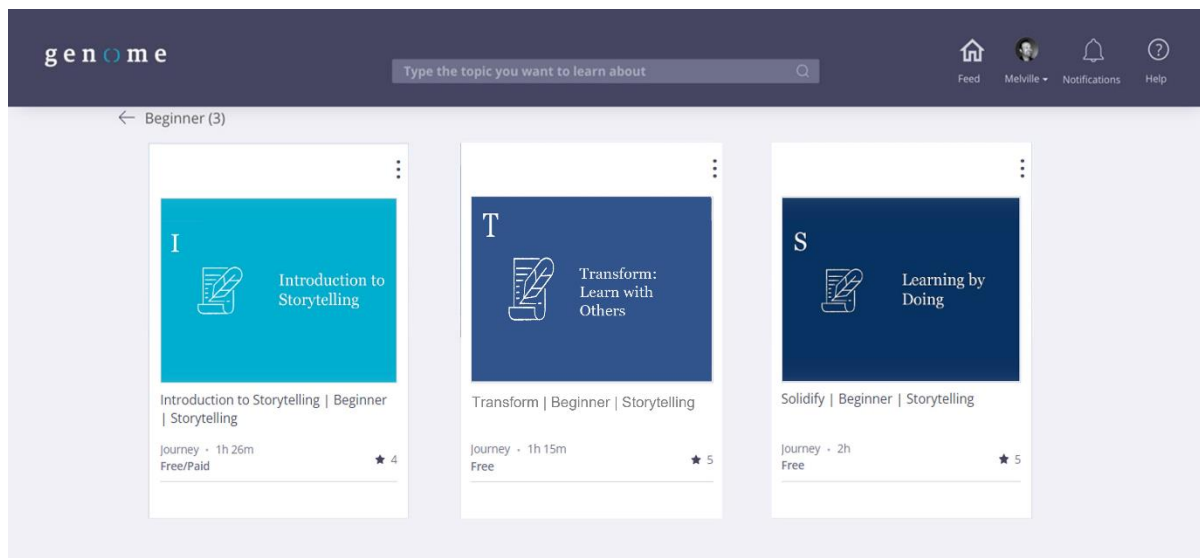
In this example, selecting "Introduction to Storytelling" (Immerse) content drills down into the specific content for that skill, which is: "Introduction to Storytelling | Beginner | Storytelling".
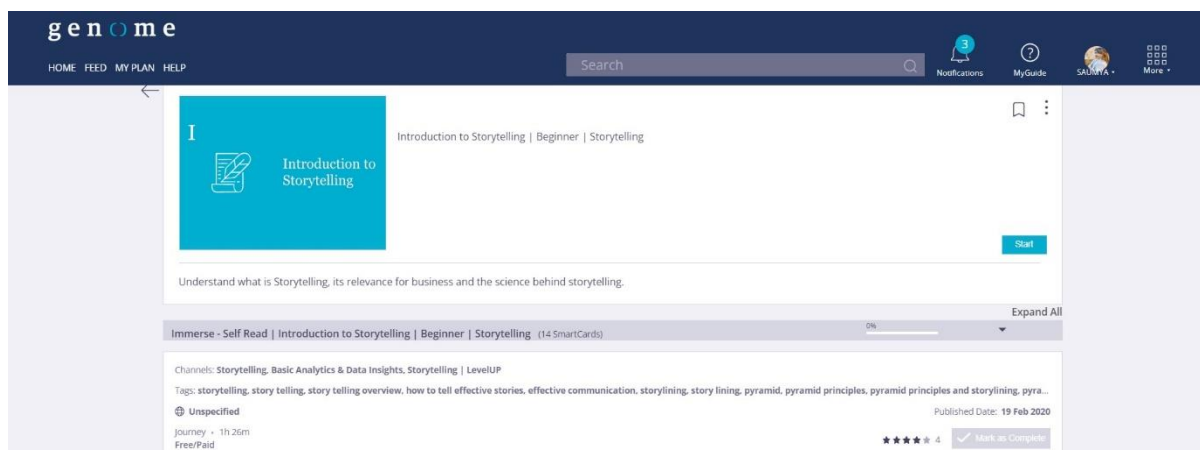
The learner can now start their learning by selecting the "Start" button, and EdCast will launch the course.
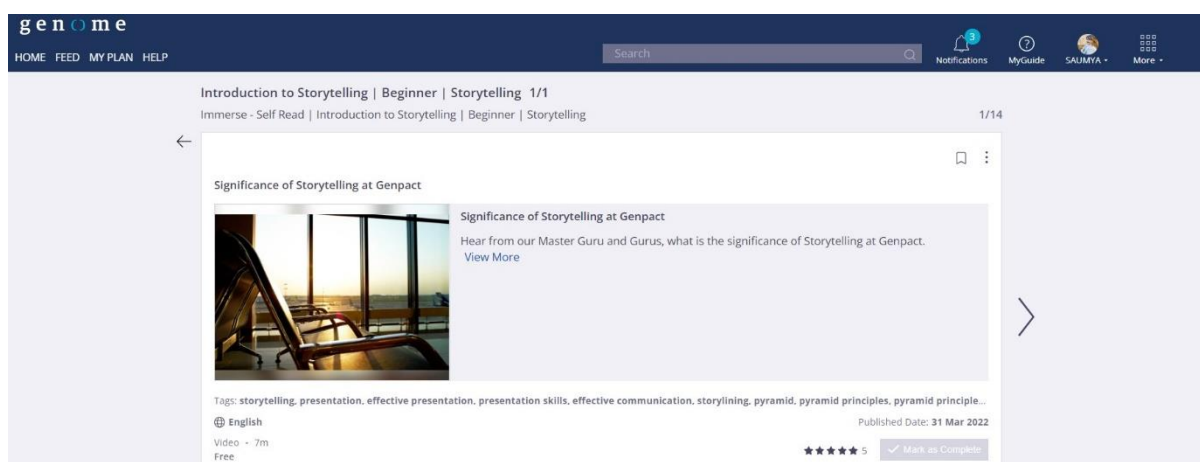
EdCast has lots of learning content and the best way to get to grips with EdCast is to get stuck into some learning.

For more information about EdCast, please click on https://genpact.edcast.com

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  - *Is* there a learning policy in Genome that I can refer to?

Go to Genome website > click on More > you can find Genome Learning Policy

- FAQ on EdCast

Can I add certifications for skills that I have achieved on My Profile?

Right now, that's not possible, but the Genome team are working on enabling this in the future. Stay tuned.

How do I access Genome on EdCast?

My Plan is designed to guide you to the most appropriate learning material for the skills and waves you have left to complete to achieve your potential for the role you have, so Genome encourage you to access EdCast via My Plan. If you want to access EdCast directly you can do so by visiting https://genpact.edcast.com

For more information about the Skills page on My Plan, please click on *What is My Plan?*

How is Genome different from EdCast?

Genome is Genpact's new way to continuously curate, crystallise, and enhance knowledge - giving you a practical, product and delightful avenue to adapt to the future.

EdCast is a learning content management platform (software) that Genome leverages.

Genome content is available on EdCast, organized in channels as per Genome skill proficiency levels, but not all content on EdCast (as a platform) may be from Genome.

For more information about EdCast, please click on https://genpact.edcast.com

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  - Is there a learning policy in Genome that I can refer to?

Go to Genome website > click on More > you can find Genome Learning Policy

- FAQ on EdCast

What is a channel?

On EdCast a channel is a collection of cards (items of content) that are related together.

Just as a TV channel, like MTV, where all the content would be music related, EdCast organises content that is of the same topic, together.

Genome on EdCast naturally uses channels as relating to skills within Genome, e.g. there is a channel on Genome EdCast that has Machine Learning content within it; lots of cards about the same skill.

How will the addition of new content affect journeys I have already completed?

Genome Master Gurus and Gurus constantly refresh the content to ensure you get the latest and best available content. However, any content added to completed journeys will also result in a change in the % completion.

What is a card/smartcard?

Content on EdCast is created and arranged with Smartcards. Smartcards are the content assets that direct learners to external articles, YouTube videos etc.

Smartcards are organized within channels on EdCast.

How can I check which content have I completed on EdCast?

You can check all the cards that you have completed on EdCast by clicking on below:

https://genpact.edcast.com/me/content/completed

Why is content that I am sure I completed on EdCast still showing as unread?

There could be multiple reasons for this:

- You viewed the card but missed marking it as complete on EdCast
    - *Solution* - go back and mark the card as complete

- In case of an iLearn course, the course was not completed in EdCast
    - *Solution* - Search for the title of the course in your iLearn transcript and make sure it is completed on iLearn. Return to the EdCast page and select the card with the training link and click on 'Mark as Complete' button

- New content cards were added to that skill journey and therefore that journey is now showing up as "not read".
    - *Solution* – complete the cards that are new in that journey

If the above three reasons do not marry to your circumstance then please raise a Helpmate ticket to report the issue, and in doing so mention the name(s) of the card and the time of original completion, and the Genome team will investigate with the software team and get back to you.

How can I "Mark complete" training content that opens in a new window?

For content that opens in a new window, for example, iLearn course or 3rd party content follow these steps:

1. Complete the content
2. Return to the EdCast page and select the card with the link to the content
3. Click on 'Mark as Complete'

Note that by marking a card as complete you confirm that you have completed the content. In case the company concludes that a card is marked complete without completing the content, the company can initiate appropriate disciplinary action in accordance with its policies.

If you have inadvertently marked such a card as complete, you can click the 'Completed' button to undo.

Do I have to pay for content that is on third party learning platforms?

The Genome team has handpicked the content that brings maximum learning to you, and some of the content would require you to sign-in or register, however, you can access most of such content by registering for *free*. Do note, some content providers may require a fee for taking the assessment and/or getting certified. Such content will only be found in Paid Courses (Optional) journeys which is not mandatory.

Ask your supervisor, or HR (your learning partners) for assessment / certification related payment discussion.

- For more information about registering with third party content providers, please click on *What should I do if I am asked to register to access content on an external web site?*

How do I find paid courses in Genome?

Paid courses are available in Genome on Edcast within the respective skills channel at Proficient and Expert levels under 'Paid Course (Optional)' journey.

Which paid courses are available?

Paid Courses recommended by the L&D leaders and approved by the Master Gurus are available in Genome on Edcast. Click here to check the current list

How are paid courses selected?

Paid courses are selected through multiple screening processes. The Master Guru for each skill does the final review.

Who is eligible for paid courses?

Anyone interested in pursuing external paid courses can enrol in them. As of today, they're only available at the Proficient and Expert levels. Payment for these courses will have to be borne by you (refer to External Courses Guideline document for exceptions).

How can I enrol in and pay for a paid course?

Click on the paid course smartcard under the 'Paid Course (Optional)' journey to enrol in the course you want to take and make the payment on the vendor portal. The payment for the courses will have to be borne by you (refer to External Courses Guideline document for exceptions).
You can use your personal credit card, debit card, or bank account transfer to take paid courses; **do not use your corporate card.**

How will the payment for paid courses happen?

Click on the paid course smartcard under the 'Paid Course (Optional)' journey to enrol. And make the payment on the vendor portal. The payment for the courses will have to be borne by you (refer to External Courses Guideline document for exceptions). Make payment using personal means (such as debit/credit cards, net banking etc.). **Do not make payment using your corporate card.**

How can I record my learning from paid courses in Genome?

Raise a Helpmate ticket to upload your completion certificate. Here's how to do it: Select Genome related request > Select I want to log an issue regarding – Genome Score/My Performance > Select Tell us more about the issue you are facing – Score not updated for paid course/external certification > Mention Name of the Course > Mention Course Completion Date > Mention Course Price > Mention – Briefly state the issue you are facing to Describe the issue > Attach the course completion Proof. The

certification details and completion status of the smartcard will be updated if the course/certification meets the guidelines (refer External Courses Guideline document)

Will I be eligible for any type of reimbursement for paid courses from Genpact?
Genome will not sponsor or reimburse you for taking external courses (refer to External Courses Guideline document for exceptions).

What happens if I complete an external course that's not offered on Genome on Edcast?
If the course isn't approved by Master Gurus and training leaders, it won't be included on Genome on Edcast. However, you may get points for role-specific, specialized learning subject to a maximum 30 points in a year, including points accrued in Special programs (for details refer External Courses Guideline document)

Just raise a Helpmate ticket to upload your completion certificate along with the completed form.

How are scores calculated for external courses that aren't offered on Genome on Edcast?
For role-specific, specialized external courses that aren't aligned to Genome skills and/or are not pre-approved by Master Gurus you get points based on the duration of the course subject to a maximum 30 points in a year, including points accrued in Special programs (for details refer to External Courses Guideline document)

What courses will not be recognized in Genome on Edcast?
- Networking events, conferences, workshops, seminars, webinars, and memberships/subscriptions
- Professional skills that should be addressed through Genome internal materials and experts
- Training not aligned to a Genome skill
- Any courses or interventions for individual development needs

What should I do if I've completed an external paid course but can't mark the smartcard as complete?
You can't mark external paid courses smartcards complete on your own. To get it marked as complete, raise a Helpmate ticket to upload your completion certificate. Here's how:
Select Genome related request > Select Type of Device > Required Issue Category – Paid courses > L-1 Sub-category – Course Completion> Course Name & Vendor Name > Date of Completion > Course Price > Tick acknowledgment > Comments – Describe the issue & upload your completion certificate.

The certification details and completion status of the smartcard will be updated once the certificate is reviewed.

I've completed an external certification/course. How do I move up a proficiency level?
All external courses are considered part of 'Immerse' in your Genome journey. You still must complete any remaining mandatory Immerse content, Transform and Solidify for the relevant skill and proficiency before you move to next level. Make sure that you complete the Overview smartcard in the Immerse journey to enrol for Transform. However, for select Digital and IT skills there may be an exception*

*As an **exception** for select prioritized skills Genome B I T S wave can be completed by doing for specified external courses and certifications. Please refer the instruction on the "Start Here" cards for the respective skills for more guidance. **Currently this option is available for ADM-Java, ADM-Microsoft, SAP, Oracle, DevOps, Quality Assurance & Workplace Services (EUC) skills**

Will external courses be considered for WAVE completion?

Refer to response here

If I have completed the external paid courses/certifications eligible for WAVE completion, how can I see my WAVE completion in My Performance?

WAVE completion through external paid courses/certifications are possible for select skills as an exception only. Refer to response to view exceptions here

You must go through the detailed instructions on the Start Here cards on these skills' channels on Edcast. Once you have met the required criteria listed on the cards you need to follow below steps:

- Raise helpmate ticket. Path for raising helpmate ticket: Select Genome Related Request > *I want to log an issue regarding > BITS wave completion > * Tell us more about the issue you are facing > My issue is not listed > * Briefly state the issue you are facing
- Fill & upload the template For detailing the courses claiming for WAVE
- Clearly mentioned the name of Genome Skill & Proficiency
- Details once received will be reviewed and my performance will reflect WAVE completion after learner score subsequent refresh

Important: Steps mentioned above are for claiming WAVE completion only. To avoid double counting, request for WAVE completion will not result in learner score being added for all the individuals paid external courses/certification leading up to WAVE completion. Learner scores for individual Paid external courses/certification completed should be claimed separately as per the response here

Is there any time limit within which I can apply for WAVE through Paid external courses/certifications?

The learner must raise a helpmate ticket no later than six months after completing all the courses. Also, the earliest course completed should not be more than 12 months ago.

I've partially completed an external certification/course. Can I record my learning in Genome for partial completion?

Partially completed courses/certification will not be recognized in Genome like partial module completion or semester completion. Once the entire course/certification is completed, raise a Helpmate ticket to upload your completion certificate. Here's how to do it: Genome related request > Select I want to log an issue regarding – Genome Score/My Performance > Select Tell us more about the issue you are facing – Score not updated for paid course/external certification > Mention Name of the Course > Mention Course Completion Date > Mention Course Price > Mention – Briefly state the issue you are facing to Describe the issue > Attach the course completion Proof. The certification details and completion status of the smartcard will be updated once the certificate is reviewed.

Who can I reach out to if I face a problem while I'm taking a course?

Please raise a ticket on Helpmate

Will my learner score include the completion of external paid courses I take?

Yes. After you upload your completion certificate via Helpmate, and the team has successfully reviewed it, your score for the external paid course will be included in your Genome score.

Will credits for Professional Development Units (PDUs) or Continuing Professional Education (CPEs) be added to my learner score in Genome on Edcast?

Yes. For learning towards recertification/maintenance of existing professional credentials 20% of learner hours spent on acquiring Professional Development Units (PDUs) or Continuing Professional Education (CPEs) credits will be added **only at the time of recertification**.

For example: 60 PDUs are required to renew the PMP certification in every three-year cycle. Learner should not raise helpmate ticket for all individual PDUs acquired. Instead, once 60 PDUs are completed and accepted by PMI in a three-year cycle. Learner can submit **Helpmate** ticket along with updated certificate (showing next expiry of after 3 years from now). Post review of the certificate & details, 20% of the learner hours required to complete 60 PDUs will be recognized in subsequent learner score refresh. This will help to avoid double counting of the score
.

Are external paid courses time bound?

Yes, since most of the courses are certification-based programs, they are time bound. The time will vary from course to course.

What happens if I enrolled in and paid for an Education@Work course before Q'1 2019?

Per our policy, Genpact will reimburse you for any external certification/course you enrolled in via the Education@Work (E@W) program entitled for reimbursement.

When did the new policy for new enrolments go into effect?

The new policy became applicable on July 1, 2019.

Will I get reimbursed for an external paid course that wasn't part of Genome, but I enrolled in and paid for it in Q1 or Q2 2019?

Yes, if your enrolment was approved by your business or L&D leader, you'll be reimbursed.

Do I have to sign a service agreement for an external course/certification?

There is no service agreement for courses you pay for yourself.
If the business or the client sponsors the course, a service agreement may apply. Please contact your L&D leader for details.

I'm on a Global Mobility Services (GMS) assignment. How do I claim my reimbursement?

Reimbursements can be processed by the local HR. You'll need to have the required course reimbursement approvals from the business or L&D leader.

Can additional external paid courses be included in what's currently available for a skill?

Please contact your L&D leader if you need additional courses to be included. The external courses/certifications will go through multiple levels of screening. The validation involves, but is not limited to:
- The course/certification is aligned to a prioritized skill on Genome
- The Master Guru for the skill determines that the course is needed for roles in Genpact
- The course/certification addresses a critical gap and doesn't duplicate content/courses already available for the skill
- The course is at the Proficient or Expert level
- The course/certification is offered by existing, already contracted Genpact partners.

Please note that additional courses may take 60-90 days before they're featured on Genome on Edcast

Which courses come under external paid courses and certifications?
You can find out what external paid courses are available here Link

Why is some of the learning content for Genome on EdCast blocked?
That can be frustrating! For learning content that appears blocked, please reach out to the Genome team by raising a ticket on Helpmate.

Why does some of the learning content for Genome on EdCast is labelled as coming soon?
It's not to tease you, but rather to give you an insight into what the Genome team is building for you, as like learning is a continuous activity and so is Genome on EdCast.

How will I know when a new channel is added in EdCast?
Typically, new Genome stuff is notified within the "What's New" section on Genome microsite and through email communications about Genome.

- For more information about what's new on Genome, please click on *Where can I find information on all that's new in Genome?*

Should I complete all the cards in all journeys for a proficiency level for a selected skill?
While you must read and mark complete all the smartcards in the journeys at a proficiency level to complete Immerse, there are some journeys that are classified as "Optional". These journeys contain optional content and suggested additional reading. It is not necessary to complete these journeys. You can choose cards to read from these optional journeys that are relevant and interesting. And yes, any optional content completed will fetch you Genome scores!

How do I know if cards or new mandatory journeys were added?
You can follow a channel to get notifications if a content was added to the channel. You can click on the notification's icon (🔔) on the top left of your Edcast app or browser to view notifications.
You can also verify your skill and proficiency level completion status on the My Performance page. The completed status (green tick) of a journey will refresh when you open the journey and will show you the % completion after the change in cards.

Is it possible to merge EdCast training data completed on two different profiles?
No; it is not feasible to merge training data (records) for two different profiles.

Where can I find answers to technical issues with EdCast?
For other EdCast related question of a more technical nature, like browser support, logins, external systems, InTune, and so on see *FAQ on Technical aspects*

If I have done certification in any said skills and want to pursue higher proficiency, will there be an exception given to those cases?
If exceptions are warranted, i.e., if a learner objectively meets higher proficiency levels, the process to be followed is:
- Learner to send their supervisor an email specifying the skill, proficiency level, and providing detailed justification of the proficiency level

- Once this is approved by the supervisor, the learner can send an email to genome.exception@genpact.com, cc their supervisor and the L&D leader for the group. Please note the review of the email may take a few days.

FAQ on Technical aspects
Here you will find FAQs relating to any Technical aspects.

Which web browser supports Genome most effectively?
Google Chrome is the preferred web browser for desktop.

What should I keep in mind from a technology standpoint while going through my learning journey?
- If you cannot open a video within the production network, please access it on your smartphone.

- If you cannot access content from SharePoint on your smartphone, use your laptop / desktop.

- Some content may be from external sources, e.g., Coursera, and it may at times require you to "Join" or "Register" with your own credentials; please do so to enable you to progress.

How do I access EdCast?
My Plan is the preferred route to EdCast content, as My Plan is a personalized learning plan for you, which includes curated content on EdCast that is specific to the skills you have yet to achieve the required proficiency for, so to achieve your full potential – The Future of You – My Plan is likely to be the easiest way to achieve that goal.

Accessing EdCast directly on desktop
Some people may wish to browse EdCast for other skills content, in which case EdCast can be accessed directly via an appropriate web browser (Chrome recommended):
https://genpact.edcast.com

Accessing EdCast on smartphone
EdCast provide a native App for both Apple iOS and Google Android smartphones

On Apple iOS, e.g. iPhone
- https://apps.apple.com/in/app/edcast-knowledge-sharing/id974833832

On Google Android, e.g. Pixel
- https://play.google.com/store/apps/details?id=com.edcast&hl=en_GB

On all platforms (desktop, smartphone, tablet) to access EdCast you will need sign-in using your Genpact Single Sign On (SSO) credentials, which will utilise Okta, as per most Genpact services, but the steps are slightly different on web (desktop) to App (smartphone).

For smartphone App the steps are:

- Open the App
- Select **Sign-in**
- Under **Team URL** type **"Genpact"**
- Select **Continue**
- Select **Genpact SSO**

- Login with your **SSO credentials**

Why am I being asked to login to different systems like iLearn and Lynda when using EdCast?

That's expected behaviour as EdCast is a curator, offering you learning from different platforms (systems) within one place, yet each of those platforms can have their own security criteria in addition to Genpact's / Genome's (which uses Okta).

You can go ahead and sign-in to those platform/s to gain access to the appropriate learning content.

What should I do if I cannot login to Genome or EdCast?

If you're facing issues in accessing EdCast or the Genome microsite you may wish to try using a special mode of Chrome called "incognito".

To evoke incognito mode in Chrome open Chrome and press the Ctrl (control) + Shift + N keys together, at which point Chrome should display a new window that declares it is incognito mode where your browser window may be dark coloured like the one shown below.
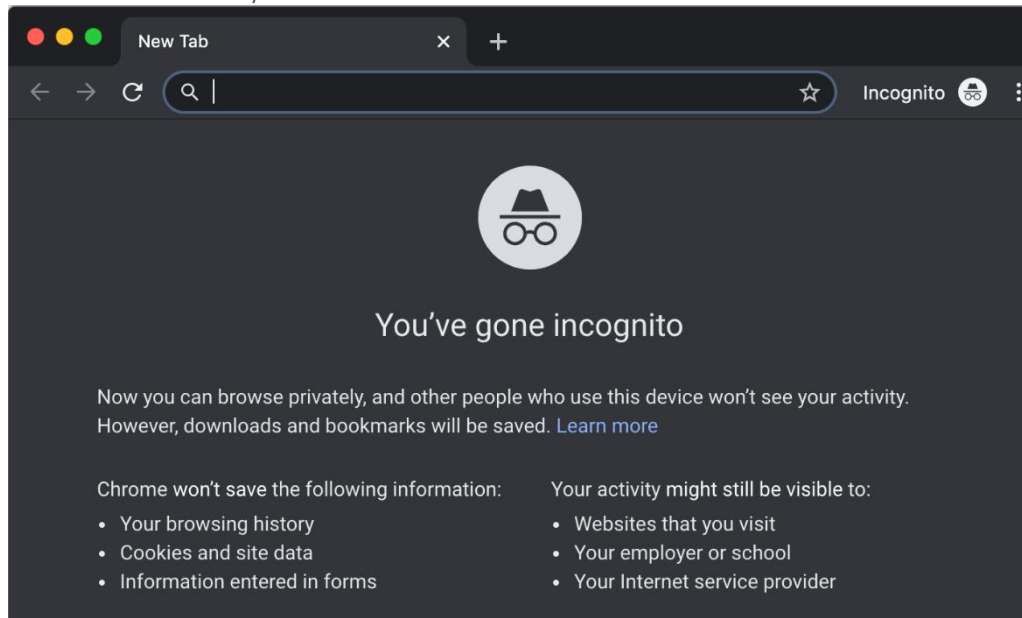
Now type in the address bar the URL (web address) you wish to go to:

- EdCast URL: https://genpact.edcast.com/
- Genome microsite URL: https://genome.genpact.com

If the problem persists, try clearing your cache and cookies.
- For instructions on how to clear your cache or cookies, please click on *How do I clear my cache or cookies?*

If it still doesn't work, please raise a ticket on **Helpmate.**

How do I clear my cache or cookies?

Your browser cache is used as a temporary local store to save the browser having to always go on to the internet and fetch the same item, which in turn takes time and consumes data. Clearing your cache effectively forces the browser to fetch all the data from the web server.

Cookies are used to enable a web site to remember your preferences, such as the last time you visited. Clearing your cookies effectively forces the browser to treat your browsing session as a new one.

To clear your browser history in Google Chrome desktop browsers

- At the top right, click **More**.
- Click **More tools**. Clear browsing data.
- At the top, choose a time range. To delete everything, **select All time**.
- Next to "Cookies and other site data" and "Cached images and files," **check the boxes.**
- Click **Clear data.**

For more information about deleting your Chrome browser history:
https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en

To delete browsing history in Microsoft Internet Explorer 11 and Internet Explorer 10

- In Internet Explorer, select the Tools button, point to Safety, and then select Delete browsing history.
- Choose the types of data or files you want to remove from your PC, and then select Delete.

To delete browsing history in Microsoft Internet Explorer 9

- In Internet Explorer, select the Tools button, and then select Internet options.
- Under Browsing history, select Delete.

For more information about deleting your Internet Explorer browser history:
https://support.microsoft.com/en-gb/help/17438/windows-internet-explorer-view-delete-browsing-history

For Mac users the menu options for Chrome may be slightly different, and for Safari they will be different again, but the basic premise is to find "Browser history" within "Privacy" within "Settings" and clear / delete the history.

How do I solve for a pop-up blocker blocking training content?
Pop-blockers are good for preventing unwanted pop-up windows; however, some training content is invoked via a pop-up window.

To disable the pop-up blocker on Google Chrome desktop browsers
- Open Chrome browser
- Click the Chrome **menu** on the browser toolbar
- Select **Settings**
- Click **Show advanced settings.**
- In the "Privacy" section, click the **Content settings Option** and then click on Pop-ups and redirects
- Click the **Block (recommended) option**; it will change to Allowed

To disable the pop-up blocker on Microsoft Internet Explorer desktop browsers
- Open **Internet Explorer**
- Select the **Tools** button and then select Internet options

- On the Privacy tab, under Pop-up Blocker**, clear the Turn on Pop-up Blocker check box,** and then **click OK**

For Mac users the menu options for Chrome may be slightly different, and for Safari they will be different again, but the basic premise is to find "Pop-up" within "Privacy" within "Settings" and turn them off.

Why am I unable to access a video hub video on the Superstore?

If the content is external, e.g. YouTube, then you are unlikely to be to access it on the Genpact network; however, will likely be able view the content on your smartphone.

If the video is hosted on Video hub, then there may be an issue, please raise a ticket on <u>Helpmate</u>.

Why am I unable to access EdCast content on the EdCast App coming from SharePoint?

To access content from SharePoint on your smartphone, you will need a fully licensed version of Microsoft InTune; however, you can access this content from your Genpact laptop / desktop.

If you are already an InTune user and still unable to access content on your smartphone, please check if you have the necessary Apps installed. You require these Apps to access content coming from SharePoint on smartphone.

Note that it is best to download Microsoft Word App before downloading the Microsoft OneDrive App. If you need to obtain Microsoft InTune, SharePoint, Word, Excel, PowerPoint or OneDrive, please contact IT.

- For more information about Microsoft InTune, please click on *What is Microsoft InTune?*

Why are YouTube videos on EdCast being blocked by McAfee?

That's not unexpected as some web sites and services are blocked by application of information security (InfoSec) policy, but this can be sorted for you.

Please raise a <u>Helpmate</u> ticket to activate YouTube content access on your laptop; and specifically select "InfoSec activation and other Request" and provide a complete issue description.

Whilst you wait for YouTube to be made accessible to you or as alternatives, you can try:
- Accessing these videos on the EdCast App
- Make sure your computer is connected to the GenNet network

- For more information about the EdCast App, please click on *Accessing EdCast on smartphone*

Why can't I access my "My Profile" on my smartphone even though I am able to my desktop?

This may be related to your browser cache and cookies as used by the web browser on your smartphone.

Your browser cache is used as a temporary local store to save the browser having to always go on to the internet and fetch the same item, which in turn takes time and consumes data. Clearing your cache effectively forces the browser to fetch all the data from the web server.

Cookies are used to enable a web site to remember your preferences, such as the last time you visited. Clearing your cookies effectively forces the browser to treat your browsing session as a new one.

To clear your cache and cookies on your smartphone browser:

On Apple iOS, e.g., iPhone
- https://support.apple.com/en-us/HT201265

On Google Android, e.g. Pixel
- https://support.google.com/chrome/answer/95589?co=GENIE.Platform%3DAndroid&hl=en

If after clearing your browser cache and cookies the issue persists, please raise a ticket on Helpmate.

How do I know that the content is coming from my SharePoint?

The Smartcard title will have a prefix (Res) indicating that the content is on SharePoint and access to mobile devices is restricted.

What should I do if I am asked to register to access content on an external web site?

That's expected behaviour as EdCast is a curator, offering you learning from different platforms (systems) within one place, yet each of those platforms can have their own registration criteria, for example Coursera.

You can go ahead and register on those platform/s to gain access to the appropriate learning content. Please access the course materials in the "learning / audit" model only.

What is Microsoft InTune?

InTune is a mobile device management (MDM) and mobile application management (MAM) solution from Microsoft.

How do I get help?

Please raise a ticket on Helpmate.

You will be taken to Helpmate site where you can browse or search for common problems or you can submit a Genome Related Request, where you will be able to refine your Issue Category, such as Login, My Profile, EdCast, etc.

FAQ on Transform, Guru Connects, and Guru Forums

What is Transform?

Transform is the T part of the BITS wave. It is a platform that allows you to connect with a Guru, an Expert, and other learners pursuing the same learning journey for a particular Proficiency/ Skill. Here you get an opportunity to interact with the senior leadership in Genpact around the skill. Also, it gives the platform to leverage collective intelligence with your colleagues and our Guru to see how the skill applies to you and your role, as well as get clarity on any questions you may have while going over the contents on Immerse. These Transform sessions are referred to as "Guru Connects" or "Guru Forums".

You will need to complete the **Because** and **Immerse** phases of the BITS wave for a particular skill before you are ready to start Transform.

There is a great explanation of how Transform fits in the contents of a B-I-T-S wave on "The How" part of the Genome:

For more information about What a Wave is, please click on [BITS wave experience](#)

Who is a Guru?

A Guru is a Subject Matter Expert (SME) on a specific topic / skill.

Gurus are key to the process of Genome and specifically within the Solidify stage of BITS (wave), as they work as a reviewer of the outputs that you will create during the solidify stage.

- For more about Guru Connects, please click on *What is a Guru Connect?*
- For more about Guru Forum, please click on *What is a Guru Forum?*

What is a Guru Connect?

 A Guru Connect is a **60–90-minute live session** where you can participate by asking questions about what you have learned in Immerse and discussing the skill with Gurus and peers.

What is a Large Scale Guru Connect?

A Large-scale Guru Connect is a session **designed to support large audiences**. It is a 60-90-minute live session where you can actively participate in various activities like breakout rooms, role plays, whiteboard, etc., and discuss the skill with peers and Gurus. While anyone can join, these are intended **for Bands 5 and 4A in Digital Operations**.

What is a Guru Connect for Executives?

A Guru Connect for Executives is a session exclusively **for Band 3, 2, 1, and SVP learners**. It is a 60–90-minute live session where you can participate by asking questions about what you have learned in Immerse and discussing the skill with Gurus and peers.

How can I find the schedule of upcoming Guru Connects?

You can go to [EdCast](#) to plan your Transform. Choose the skill/proficiency and proceed to the "Register and Join" card under the Transform Journey. You will be routed to the registration page, where you can see the available Transform options for that skill/proficiency.

How can I register for a Guru Connect?

You can register for a Guru Connect on [EdCast](#) by going to the "Register and Join" smartcard under the Transform (Learn with Others) Journey, which will take you to the registration page where you can plan or register for a Guru Connect or register for any one of the upcoming Transform sessions.
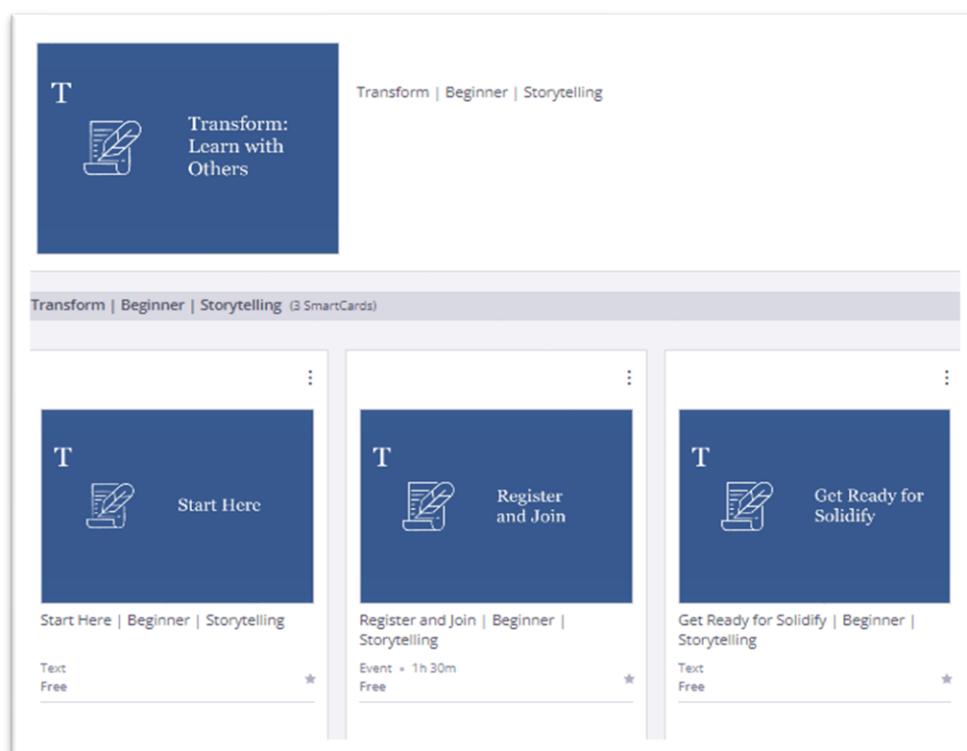
If there is no Transform session scheduled, there will be a stay-tuned card journey that will provide you with the details of the upcoming session.

Alternatively, you can raise a [Helpmate](#) ticket.

What is the duration of a Guru Connect?
A Guru Connect session can vary between 60-90 minutes.

Can I attend a Guru Connect for a skill if I have not filled up my proficiency level for that skill?
Filling out the right skill and proficiency level on My Profile is required to attend Transform. If you happen to attend a Guru Connect or Guru Forum without doing it, you will need to go back and complete the same before your Transform session is considered "Successful or Completed".

What should I do to successfully complete Guru Connect?
To successfully complete a Guru Connect, it is mandatory to complete the pre-requisites mentioned below:

• Self-assess and mark yourself on the specific Proficiency level and Skill on **[My Profile](#)**.
• Complete Immerse for the specific Proficiency level and Skill on **[EdCast](#)**.

Additionally, the learner must attend the complete Guru Connect session.

Will I be able to interact with the Guru during the Guru Connect session?

Yes, all Guru Connects will provide an opportunity for two-way dialogue or interaction between Learners and Gurus. Attendance for the entire session and participation is mandatory; if you don't participate, you may have to redo Transform. Remember to turn your camera on. Learning is more effective when your colleagues can see you. Come prepared to ask questions you want to discuss with the Guru and your colleagues.

Active participation is mandatory; videos should be switched on during the session. Learners get a chance to receive extra genome points for active participation. If a learner is not responding during the session, they may be removed from Zoom and will need to redo Transform.

What if I need to ask some additional questions to the Guru during the Guru Connect?

You can ask questions through the chat window on Zoom or unmute yourself at any point during the session. The Community Manager (CM) will regularly monitor the chat window for questions from learners and share them with the Guru during the session.

Whom do I contact for any queries related to the Transform (Guru Forums or Guru Connects)?

You can raise a Helpmate ticket for any queries related to Transform.

What is the process for changing the registration?

Once you register for a Transform session, you will be routed to the Join page, where you will see the current registration. If at any time you are unable to attend the session or you want to select another option, click "Change Registration."

Once you click on "Change Registration," you will see the available options for Transform. Make sure to review your schedule so you are registering only for a session you can attend. Choose one option, and then click "Register."

What is the process to cancel the registration?

If at any time you are unable to attend the session that you have registered for, click "Cancel Registration" and be sure to confirm in the pop-up.
If your previous registration was a "Guru Connect" or a "Large Scale Guru Connect," you would have been sent a meeting request from Genome Learning. Go to your email and decline that request.

What is the process to update the pre-work for Guru Connect?

Go to the Register and Join card under the Transform Journey on EdCast, which will take you to the Join page. You will see the pre-work question that you previously submitted during registration. Make the changes and click on "Update Pre-Work." Please note that you can edit your question until two business days before the session.

I don't have a Genpact email address, can I use any other email address?

Yes, when you land on the registration page, there will be a section for you to add any other email address. Make sure the email address that you share is your best work email that we can use to notify you of your progress. If you don't have a Genpact email address, please use the client email or any other email that you use. If you are already registered, you will have to cancel your registration, and when you start again, you will be able to add your other email.

What are the main elements of Guru Connect?

The main elements of Guru Connect are:
- Pre-work
- Registration
- Attendance
- Actively participate in the sessions by asking questions, answering peer questions, and participating in discussions with peers and the Gurus.

Are there any pre-requisites for Guru Connects?

Yes, you will need to complete the Because (B) and Immerse (I) of the BITS wave journey for proficiency / skill before starting Transform (T). Additionally, a learner must submit pre-work questions ahead of the Guru Connect session.

Before registering for the session, Kindly re-visit your My Profile to ensure it is updated and check to see 100% completion of Immerse journeys. This is important as new cards may have been added to Immerse since the time you completed immerse for the skill and proficiency.

What do I do after I complete the Transform Journey?

Once you complete the Transform journey for a particular Proficiency / skill, you should start your Solidify journey.

Do I need to prepare for a Guru Connect?

Yes, on the registration page, you need to submit **at least one pre-work question** related to the proficiency/skill that you would like to discuss with your Guru or peers. You can always update the *Pre-work until two business days before the Guru Connect.*

The questions could be:
- related to real-life business problems, projects, or issues to solve and
- related to the skill

Do I need to attend every Guru Connect at a given level?

No, you only need to be successful in one Transform session to achieve BITS Wave completion at a Proficiency/Skill.
You can join either a Guru Connect or a Guru Forum, and you only need to be successful in one session. Attending a Guru Connect does guarantee Transform completion. You must meet the prerequisites and attend the full session.

Joining a Guru Forum does not guarantee Transform completion. You must meet the prerequisites and meet the active participation requirement.

Should I complete the Transform stage for all proficiency levels up to my self-assessed proficiency?

No, you should start a B-I-T-S wave at your *self-assessed* proficiency level.
For example, if you have assessed yourself as Intermediate in Personal Effectiveness, you should start the BITS wave journey at the Intermediate level.

For more information about what a Wave is, please click on the BITS wave experience.

Will I get Genome Score points for attending a Guru Connect?

Yes. As with all the elements of Genome, your successful Transform completion will contribute to your Genome Scores.
For more information about how your Genome Score is calculated, please click on *"How is my Genome Score calculated?"*

If I attend a Silent Hour, does it qualify as a Guru Connect?

No, Silent Hour learning, Brown bag sessions, and Webinars do not qualify as Guru Connects.
However, you will get points for the content you read on Immerse as part of these sessions.

How do I know that I've successfully completed the Guru Connect?

You'll receive an email notification regarding the status of your completion within 24-48 hours of receiving the acknowledgment email.

You will receive an email from genome.learning@genpact.com.

You can raise a Helpmate ticket for any queries related to Transform.

What are the main elements of a Large Scale Guru Connect?

The main elements of a Large Scale Guru Connect are:

- Registration
- Pre-read
- Attendance
- Actively participate in the sessions by asking questions, answering peer questions, and participating in discussions with peers and the Gurus. If you don't participate, you may have to redo Transform.

Are there any pre-requisites for a Large Scale Guru Connect?

Yes, you will need to complete the Because (B) and Immerse (I) of the BITS wave journey for proficiency/skill before starting Transform (T). Additionally, you must go through the pre-read ahead of the session, which is chosen by the Guru to facilitate discussion in a large group.

Before registering for the session, please check your "My Profile" to ensure it is updated and that all Immerse journeys have been completed. This is important as new cards may have been added to Immerse since the time you completed immerse for the skill and proficiency.

What is a pre-read?

Pre-read is one of the main elements of a Large Scale Guru Connect. Pre-reads are chosen by the Guru to facilitate discussion in a large group. These can be in the form of videos or reading material.

Where can I find the pre-read for a Large Scale Guru Connect?

On EdCast, go to the Transform Journey for the registered skill/proficiency. Click on the "register and join smart card." You must be registered for a Large Scale Guru Connect to access the pre-read links. Once you are registered, you will land on the join page. Next to the join button, click on "pre-read." Then click on the links for the pre-read.

What is a Guru Forum?

A Guru Forum is a chat-based discussion where you can actively participate in discussion threads by replying to questions posted by your peers, asking new questions, and adding new discussion threads. You can visit the Guru Forum multiple times to view the progress in the discussions.

What is a Guru Forum for Executives?

A Guru Forum for Executives is a session exclusively for Band 3, 2, 1, and SVP learners. It is a chat-based discussion for you to discuss a skill with the flexibility to come and go on your schedule. Bring your experiences from work to the topic, share the knowledge you gained in Immerse, and ask new questions to engage with your peers and the Guru/Master Guru.

To successfully complete Transform, you must actively participate in the Guru Forum. Your 'active participation' should include the following:

- Answering questions posted by your peers by replying in the discussion threads
- Asking new questions or adding new discussion threads

A few examples of active participation are: You could respond to 2 questions posted by peers and start a new discussion thread. You could also start 2 discussion threads and respond to a comment from your peers. If your question is found to be a repeat, it could be removed and not count toward active participation.

How is a Guru Forum different from a Guru Connect?

A Guru Connect is a 60–90-minute live session where you can participate by asking questions about what you have learned in Immerse and discussing the skill with Gurus and peers.
A Guru Forum is a chat-based discussion where you can actively participate in discussion threads by replying to questions posted by your peers, asking new questions, and adding new discussion threads. You can visit the Guru Forum multiple times to view the progress in the discussions. A Guru Connect is time-boxed, whereas a Guru Forum allows the learner flexibility to engage in learning with Gurus and peers on the Forum over several days.

Are Guru Forums available across all proficiencies?

Guru Forums are available at all proficiency levels for all skills.

Where can I find the schedule of upcoming Guru Forums?

You can go to EdCast to plan your Transform. Choose the skill/proficiency and proceed to the Register and Join card under the Transform Journey. You will be routed to the registration page, where you can see the available Transform options for that skill/proficiency.

What are the pre-requisites for Guru Forum in Genome?
To attend a Guru Forum, it is mandatory to complete the pre-requisites mentioned below:
• Self-assess yourself on the particular Proficiency / Skill on *My Profile*
• Complete Immerse for the particular Proficiency / Skill on *EdCast*

Before registering for the session, Kindly re-visit your My Profile to ensure it is updated and check to see 100% completion of Immerse journeys.

You can raise a Helpmate ticket for any queries related to Transform.

How do I select a Guru Forum to attend?
- Sign in to EdCast
- Select the required Proficiency / Skill
- Go to Transform Journey and follow the instructions listed on the "Start Here" Card. Also, make sure you follow through on all the steps outlined on the "Start Here" card.
- You can register for a Guru Forum by going to the Register and Join smartcard.

How do I register for the Guru Forum?

Go to **EdCast** to register for a Guru Forum. Only learners with Genpact email IDs can join Guru Forums. To register for the Guru Forum, read the instructions on the "Start Here" card under the Transform Journey.
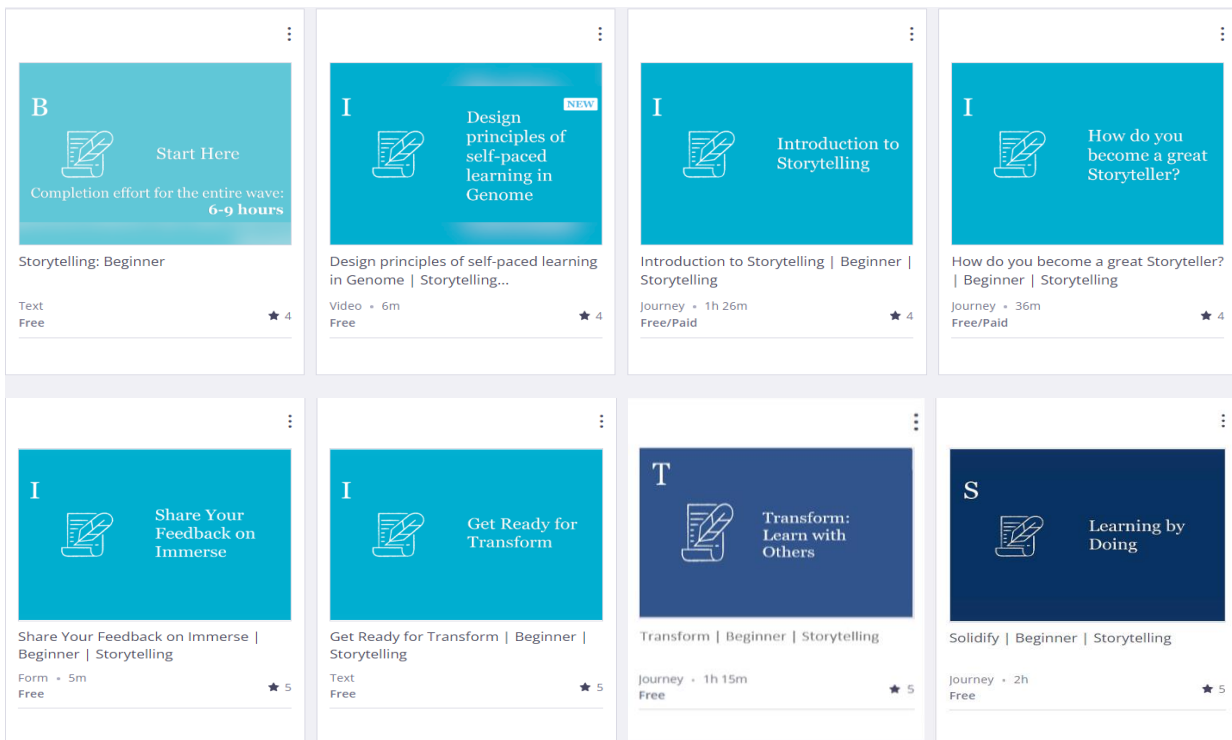
Go to Register and Join smartcard, which will take you to the registration page.
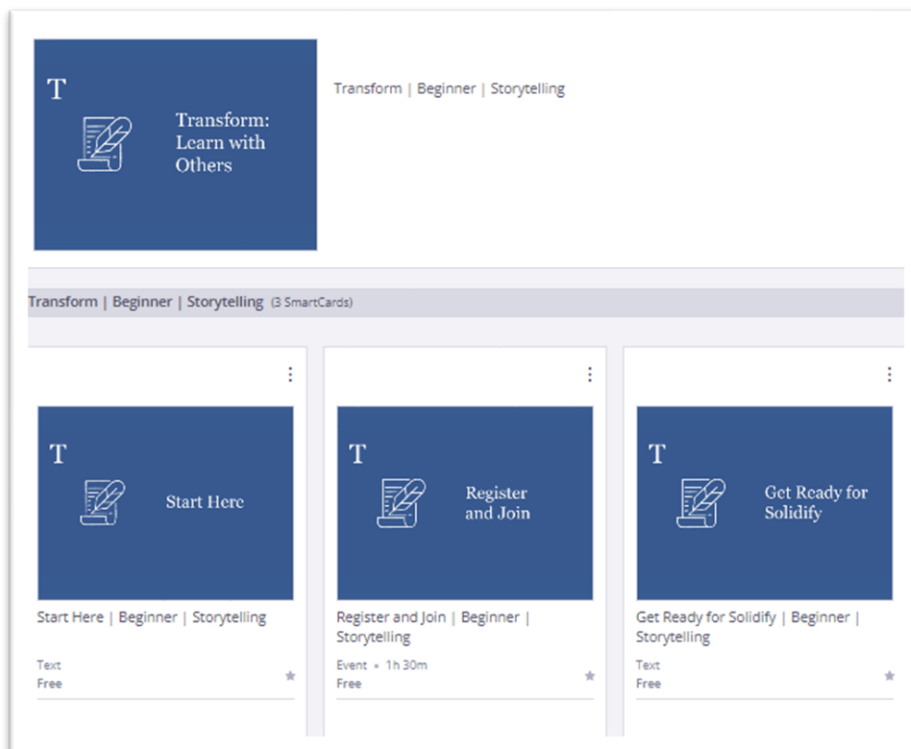
Toggle to confirm your prerequisites; once you've confirmed them, you can register for the available Guru Forum for that skill/proficiency.

You will receive an email confirming your registration within 24-48 business hours, along with a link to join the Guru Forum.

Guru Forums are quarterly and open on the 1st day of the first month of the quarter and then close on the 22nd of the 3rd month of the quarter.

How do I join the Guru Forum I registered for?

Click on the link you received in the registration email. Alternatively, you can also go to EdCast and click on the Register and Join Card under the Transform Journey. You will land on the "Join page". You can join the forum when it is open by clicking the "Join" button. If the Guru Forum is not open, you will see a pop-up saying, **"It's not time for your Guru Forum."**

Are Guru Forums available at a skill or sub-skill level?

Guru Forums are hosted at a skill level.

Can I attend a Guru Connect and participate in a Guru Forum at the same skill and proficiency levels?

As a part of your Transform journey, you can join either one Guru Connect or one Guru Forum for a particular Proficiency / Skill.

What is the duration of a Guru Forum?

Guru Forums are held quarterly.
Quarterly Forums open on the 1st day of the first month of the quarter and close on the 22nd of the 3rd month of the quarter.

Once you've registered, you can log in multiple times at your convenience during that period and actively participate in the Guru Forum.

How do I get to a Guru Forum's Home Page?

Once you join the Guru Forum via the link in your registration email or the Register and Join card on EdCast under the Transform Journey, you'll land on the 'About' page, where you can read the guidelines for the Guru Forum.
Click "Settings" on the bottom left of this page and check the box "Share all of them." This will allow you to tag your peers, Knowledge Managers, and Community Managers in various discussion threads.

You can then click on the "Save all and close " button to go to the Home Page so you can participate in the various discussion threads.

How can I actively engage in the Guru Forum?

Once you log into the Guru Forum and go to the Home Page, you must actively participate in the Guru Forum.
Active participation includes:
- Answering questions posted by your peers by replying in the discussion threads
- Ask more questions or add a new discussion thread.

For successful completion, you must do one or more of the above. A few examples of active participation are: You could respond to two questions posted by peers and start a new discussion thread. You could also start two discussion threads and respond to a comment from your peers.

Will I be able to interact with the Guru during the Guru Forum?

Gurus join the Guru Forum Portal to interact with the learners directly. Additionally, you'll interact with your peers and the Community Manager supporting the Forum.

Who will address my questions in the Guru Forum?

Gurus / Master Gurus, Peer learners, and Community Managers supporting the Guru Forum will participate in discussions and address your queries.

Will there be a moderator or facilitator for the Guru Forum?

Yes, each Guru Forum is facilitated by a Community Manager and a Knowledge Manager. They'll be flagged with a 'Community Manager' and 'Knowledge Manager' badge.

How do I search for the answers to the questions I asked?

Use the "Search" box that displays "Search a Question or Topic" to find the discussion threads related to the questions you asked or may be interested in. Be on the lookout for answers from Gurus, Peers, and Knowledge Managers.

What if I need to ask additional questions during the Guru Forum?

To add a new discussion thread, please click on the "new discussion" button.
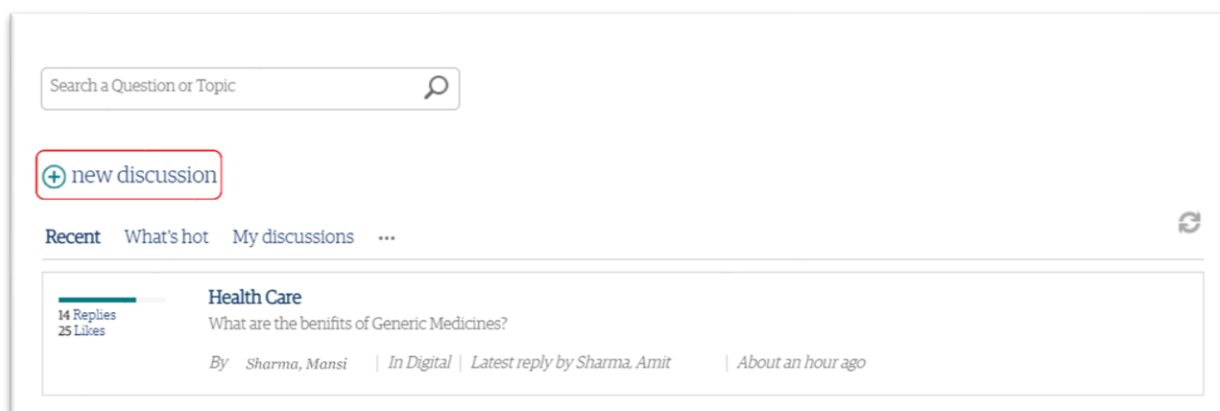
Additionally, you can also post a question as a reply in an existing discussion thread.

Will all my questions be answered during the Guru Forum?

The objective is to have all your questions answered during the session. The Community Manager will review your peers' answers and validate whether they're relevant and helpful. If needed, the Guru/Knowledge Manager will provide additional answers.

How can my reply be tagged as a "Best Reply"?

The Knowledge Manager will review the replies across each discussion thread and tag the answer that is most relevant and has the most likes as the "Best Reply." So, keep providing helpful answers to your peers' questions, because if your answer is tagged as the best reply, you'll get an additional Genome score!

What's the "What's Hot" tab?

The "What's Hot" tab prioritizes the discussion threads with the most replies and likes.
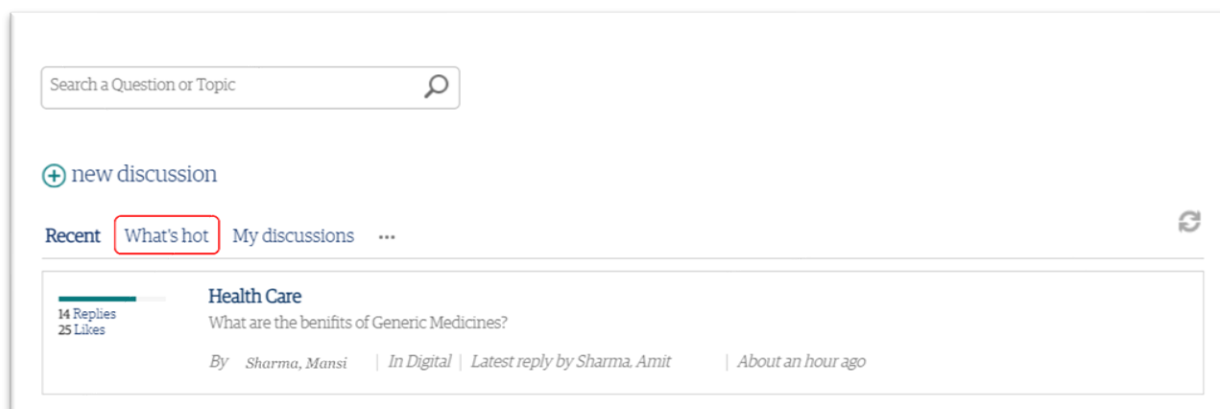
What's the Message Board?

The Message Board is where the Community Managers post announcements about the activities on the Guru Forum.

How will I know if I have participated enough during the Guru Forum?
The below activities constitute **active participation** during the Guru Forum:

- Answering questions posted by your peers by replying in the discussion threads
- Ask more questions or add a new discussion thread.

A few examples of active participation are: You could respond to two questions posted by peers and start a new discussion thread. You could also start two discussion threads and respond to a comment from your peers.

Do I need to log into the Guru Forum daily?
Guru Forums are held quarterly. Quarterly Forums open on the 1st day of the first month of the quarter and close on the 22nd of the 3rd month of the quarter.
Once you've registered, you can log in multiple times at your convenience during that period and **actively** participate in the Guru Forum.

What happens if I couldn't actively participate in the Guru Forum?
You'll receive an email from genome.learning@genpact.com informing you of unsuccessful completion. You can register for the next available Transform session to complete your BITS Wave.

How do I know that I've successfully completed the Guru Forum?
Upon successful completion, you will receive a final confirmation of your Transform completion status within 24-48 hours of receiving the acknowledgment email.

You can raise a Helpmate ticket for any queries related to Transform.

Do I need to attend every Guru Forum at a given proficiency level?
As a part of your Transform journey, you can join either one Guru Connect or one Guru Forum for a particular Proficiency and Skill.

How is my Guru Forum Score calculated?
Active participation in the Guru Forum will add to your Genome Learner Score. The following constitute active participation in the Guru Forum:
- Answering questions posted by your peers by replying in the discussion threads.
- Ask more questions or add a new discussion thread.

A few examples of active participation are: You could respond to two questions posted by peers and start a new discussion thread. You could also start two discussion threads and respond to a comment from your peers.

For more information about how your Genome Score is calculated, see *How is my Genome Score calculated?*

What do I do after I complete the Transform journey?

Once you successfully complete the Transform journey for Proficiency and Skill, you should start your Solidify journey.

Whom do I contact if I can't log into the Guru Forum on SharePoint?

Please raise a [Helpmate](#)

What if I have trouble opening the Guru Forum in my current browser?

Try logging in with a different browser. EdCast and SharePoint work best on Chrome.

Will I be able to access Guru Forums on mobile devices?

You can access Guru Forums via desktops and laptops on the Genpact network. You can access Guru Forums through the SharePoint mobile app **only if** your device has an Intune license.

If I can't access the Guru Forums, how can I proceed with my Transform journey?

Please attend a Guru Connect session to proceed with your Transform journey, because Guru Connects and Guru Forums are different formats of the same event in "Transform."

To select Guru Connects,

- Log into EdCast,
- Select the required Proficiency/ Skill,
- Go to the Transform Journey,
- Click on the Register and Join card to proceed to the registration page, where you will see the list of Transform options available for the selected skill/proficiency.
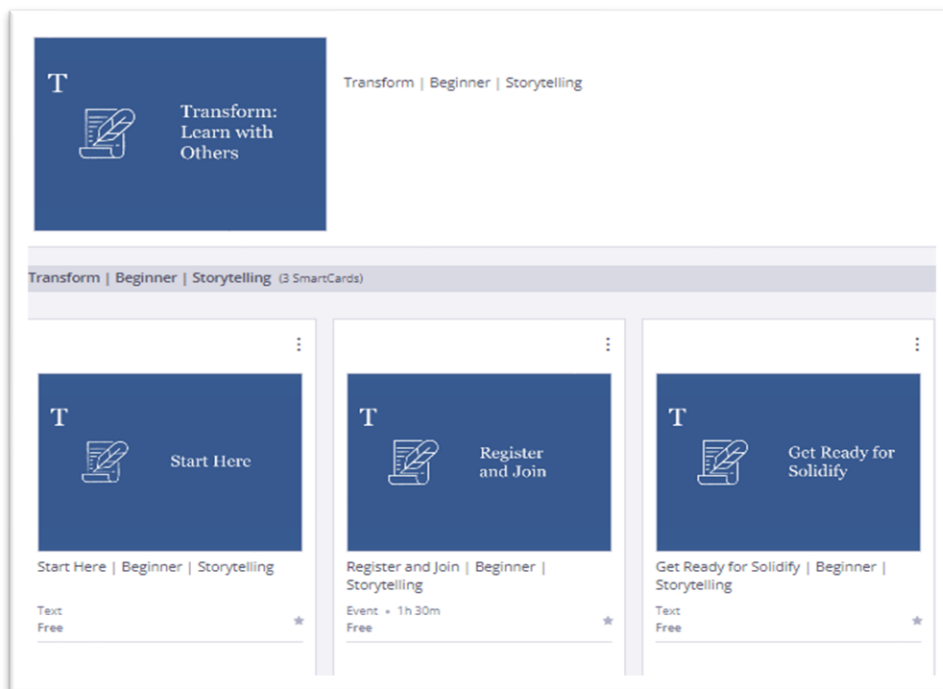
What if I can't tag my peers, Knowledge Manager, or Community Manager when replying in the discussion thread?

Please click on "Settings" on the bottom left of this page and check the box "Share all of them." This will allow you to tag your peers, Knowledge Managers, and Community Managers in various discussion threads.
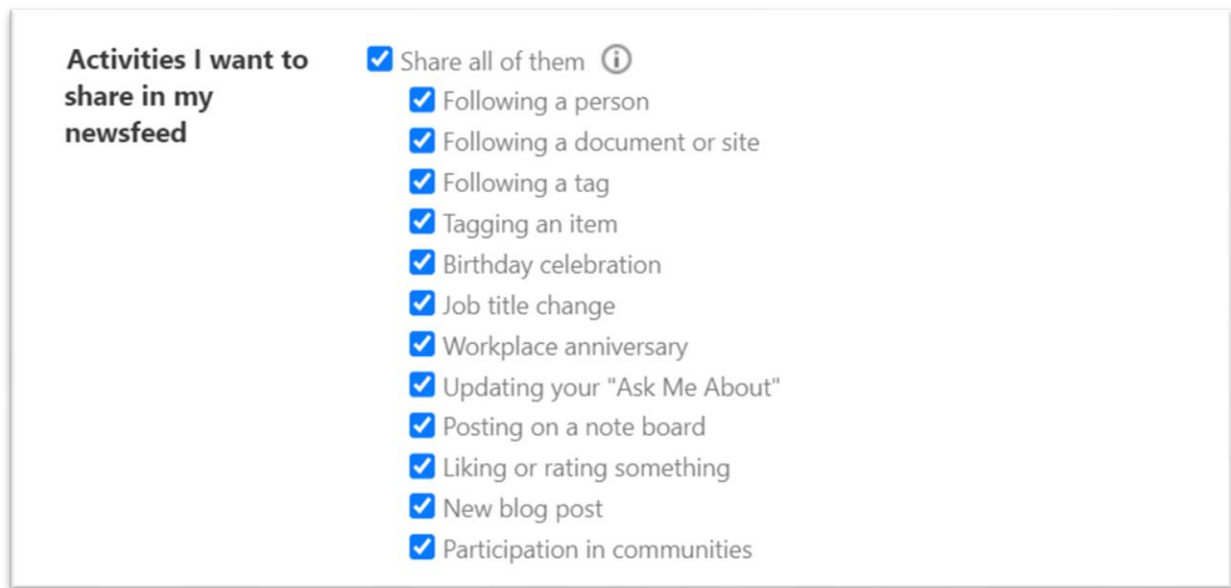
Whom do I contact for any questions on the Guru Forums?

Once you have access to the Guru Forum site for the registered skill and proficiency, go to the about section to learn more about Guru Forums and what is expected of you as a learner in terms of participation.

If you still have any questions, please raise a ticket on **Helpmate.**

What does an extended timeline mean in the Transform unsuccessful completion email?

If a learner does not meet the pre-requisites after completing Transform, an extended timeline of three weeks is provided for completion of the pre-requisites. If a learner completes these pre-requisites within the stated period, then he or she will be notified of successful Transform completion. If pre-requisites are not completed, the learner must repeat Transform.

Where can I find the academies, I am enrolled in?

Go to the My Plan page on the Genome app/website. My Plan page lists all the current academies you are enrolled in.

Where can I find my academy completion data in Genome?

Go to the "My Performance" page. It lists all the academies you have completed to date.

FAQ on Solidify

What is Solidify?

- Solidify is the last step of your BITS Wave at a skill and proficiency level. Now, you are ready to apply Work on the task. Remember, when you are completing your task, it must be your own work, not copied from others, and should not have any client-facing materials

what you have learned.

Solidify has the following parts:

- Select a task.
- Complete the task
- Submit your task
- Review 3 tasks of your peers

How does Solidify work?
Here's how Solidify works:
- Choose a task to complete
- Complete the task
- Submit the task
- For mobile tasks, please enter submission into the text box within the word limit specified in the task description.
- For non-mobile tasks, please follow the instructions and upload a file under 200 MB
- As a process, you must complete your 3 mandatory peer reviews and your Solidify submission needs to be reviewed by 3 peers. in addition to reviewing three submissions of your peers, you may also be required to check for plagiarism.
- Learner gets a notification email from genome.learning4@genpact.com for all the 3 reviews
- Done with Solidify! Remember to update My Profile
- A learner can only pass Solidify one time, though if they fail, they can try multiple times

To learn more on how Solidify works, view the Solidify Video.

Are there any prerequisites (or eligibility criteria) for Solidify?
Yes. Before you start Solidify, you must have completed the following:
- Self-assessed yourself on that skill and proficiency level on *My Profile*
- Completed Immerse for that skill and proficiency level on *EdCast*
- Successfully completed Transform (one Guru Connect or Guru Forum) for that skill and proficiency level.

What is a Learning Task?
A **Learning Task** is a project/ artefact a learner submits to showcase application of learning and demonstrate the knowledge acquired through Immerse and Transform for that skill and proficiency level.

What is Plagiarism?

Plagiarism means that you may have copied the content from online sources/peer learners/Immerse content/YouTube links, etc. without citing references and sources. While your submission can include some references, there it should not be a significant portion of your submission.

Genome is a self-paced learning approach, and it is your responsibility to be truthful in submitting your own work based upon the Solidify Task requirement. Genpact's core value is to operate on a foundation of integrity, and hence it is expected that Learners are truthful and accurate in each step during the Genome B.I.T.S journey.

When doing Solidify on Genome, you have read and accepted a self-declaration notification that confirms that you understand what is 'right learner behaviour' and implications of any deviation can

lead to appropriate disciplinary action in accordance with company policies, up to and including termination of services

Plagiarism is considered a violation of Genpact's "Code of Conduct" as well as a violation of Genome's Learning Policy.

How do I check for Plagiarism?

Review the submission for plagiarism and tag as appropriately in the box below. First read the task description fully. If you are required to check whether content is plagiarised, again, copy the text of the submission and paste it on any of the recommended sites like Check Plagiarism, Plagiarism Detector to scan for plagiarism.

How to check for plagiarism -

- You may refer to popular internet sites like plagiarismdetector, check-plagiarism, Grammarly to check for possible plagiarism.
- Paste the submitted text and click on scan for plagiarism.
- Results will show whether the submission is plagiarized or not.

Did you find the submission plagiarised? **(Mandatory)**

☐ Yes ☐ No

If the result shows significantly plagiarized, take a screenshot and save it. Then click "yes" for if the task was plagiarized and upload the screenshot you just saved (upload must be in png format, maximum file size 5MB).
If the submission is not plagiarised, mark no.
Remember, plagiarism is an integrity violation. Citing works is perfectly acceptable, and you will need to use some judgment when marking a task as plagiarized as it could be a learner cited reference or, a commonly used phrase. If you find task is copied completely from the internet, you can mark it as plagiarized, if you find submission is mostly unique, marked it as not plagiarised. When you mark a task as plagiarized you are saying it was directly copied from other sources, the task is an integrity violation, and it will be failed.
If the task is not plagiarized, review and score the task by referring to the scoring rubric
Share your feedback in the reviewer comment box. Be specific about what you liked and what could be improved. These comments will be seen by whoever submitted the task!

How much time do I need to complete a learning task?
You should expect to spend at least 1- 24 hours on a learning task, depending on the skill and proficiency level of the task. You must work on your Solidify task alone, and the work must not be done as a group activity. Your task will be read by other Genpact employees, so it should not have any client-confidential material. You should also spend around one hour total on the 3 peer reviews required to complete Solidify.

How long will Solidify take?
As you know Solidify has two parts –complete and submit a learning task and then review three peer tasks. As a process, you must complete your 3 mandatory peer reviews and your Solidify submission needs to be reviewed by 3 peers. Each peer review will take you approximately 10-15 minutes.
We have measures designed to facilitate simultaneous peer reviews but it is dependent on the number of learners available on the platform to perform reviews.

Do I need to complete every Learning Task at a given level?
No, you only have to select and complete **any one** learning task at a skill and proficiency level.

How do I select a Learning Task?

To start the Solidify journey for a specific skill/proficiency level, please follow the below steps:

1) Click on the Solidify journey on EdCast
2) Go to the "Start Here" card, read the Solidify instructions and mark the card as complete
3) Move to the Solidify card and click on 'view more'
4) Click on "Go" to continue
5) Read the task description by clicking on the checkbox for a particular task
6) Click on "Select the task" and you will land on the "Confirmation Page"
7) Go through the "Plagiarism Statement "and click on the checkbox to proceed further
- For Mobile Friendly tasks, please enter submission into the text box within the word limit specified in the task description
- For Desktop tasks, please follow the instructions and upload a file.

(Note- You can only submit one file, but feel free to use links in the file you submit. You can submit a word, ppt, excel, .txt, or video. The maximum file size is 200MB. A larger file may take more time to upload, please be patient and do not click refresh until the page finishes loading)

8) Remember, when you are completing your task, it must be your own work, not copied from others, and should not have any client facing materials
9) Click on "Submit"

Post submission of your task, an email notification will be shared as a confirmation of your selection.

As a process, you must complete your 3 mandatory peer reviews and your Solidify submission needs to be reviewed by 3 peers. Post successful completion of both phases of reviews, you will receive a confirmation email for Solidify.

After 48 hours of receiving Solidify completion email, solidify status will be updated on My Performance Page.

How do I submit my Solidify task?

Once you select a task, you will get an email from Genome Learning. Read the instruction and work on your task offline. Once the task is ready for submission, click the link to upload the file. You will get an email notification on successful task upload.

Please Note: You can upload only **One** document (maximum size 200MB)

Can I do multiple Learning Tasks for a specific skill at a proficiency level?

No, you can choose **Only** one Learning Task.

Can I do multiple Solidify submission for a same Proficiency/Skill level?

No, you can **Only** attempt submitting a task once at a given Proficiency/Skill level.

Once I have selected a task, can I choose a different task?

Yes, you can select a different task. post which you will receive a confirmation Email from Genome Learning on the new task selection.

Once you have selected a task for a skill/proficiency, you can choose a different task within the same proficiency level if you have not yet uploaded your submission document. Please follow the steps listed below:

1.   Go to Solidify card on the EdCast for the respective skill and proficiency
2.   Click on "view more" and you will be redirected to the Submit page

3.   Click on the 'Select different task' button at the bottom of the screen
4.   Select another task from the given task list and click on 'select task'

What if I want to update my Learning Task submission after making a submission?
You cannot make changes to the uploaded file. But if you want to share an updated version of document, you can raise a ticket on Helpmate

Can I submit multiple documents for a single task?
No, you cannot upload multiple documents. You should collate all your work in one single submission file (either MS Word, MS Excel, or MS PowerPoint document.) To share videos or documents, paste the link(s) of the Zoom recording(s) or files in the submission document. You can zip multiple files to upload as one file

What happens after the Learning Task submission?
Once you have submitted your Solidify task you will be notified via email as confirmation of your submission. Post your solidify task submission, you will receive the following Email notification showing the progress on your Solidify completion
1.Notification when the task review(s) are completed
2.Notification when you would have to complete review of 3 peer learners' submission
3.Solidify completion (Successful / Unsuccessful)

For any further queries, you can raise Helpmate ticket.

How long do I have to wait for being assigned a reviewer to review my task?
Once you have completed your reviews, the evaluation of your submission will happen within 7-10 business days.
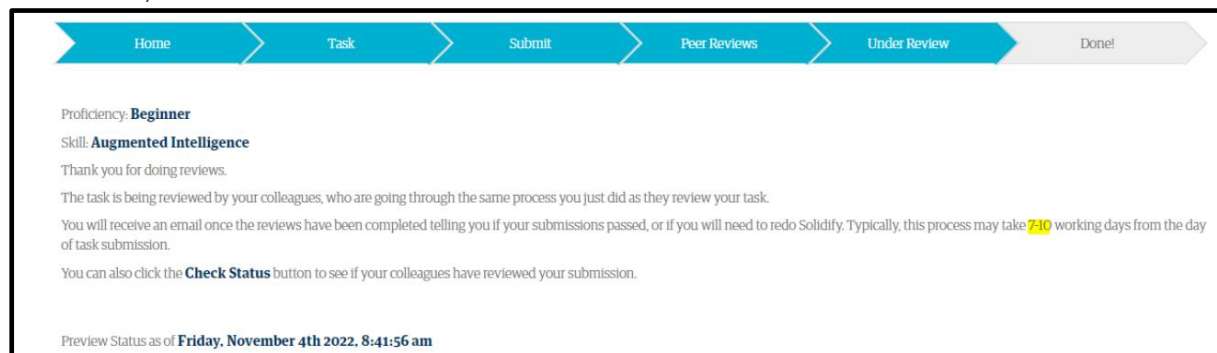
Post completion, you will receive an Email notification from "Genome Learning <Genome.Learning4@genpact.com" guiding you on the next steps.

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What if I don't pass the Learning Task?
If for some reason you don't pass the task, you'll be asked to restart Solidify for that skill and proficiency. You can pick the same or any other task from the options available and start again.

How long will it take for a peer task to be assigned to a learner?

As a process, a peer review will be assigned to you as soon as you submit your task.

At what proficiency level will the peer task I need to review be at?
You'll review peer task submissions for the skill at the same proficiency level that you attempted

How do I evaluate a peer's Learning task submission?

First read the task description fully. You may be required to check whether content is plagiarised.

You may need to apply your own judgement to the content which is flagged as copied/ plagiarised, as it could be a learner cited reference or, a commonly used phrase. If you find the task is copied significantly from the internet, you may flag it plagiarized.

Remember, marking a task as plagiarised means you are failing the learner due to an integrity violation. Hence, ensure you add reviewer comments accordingly. Also, upload the evidence of your findings in the form of a screenshot of the tool where plagiarism was detected. If the task is not plagiarized, you must review the learner's submission and score the learner on a scale of 1-5 or Y/N based on a set of questions in the checklist available on the review screen. Share your feedback in the comments section. Your feedback will be highly valuable to your peers, so please be detailed and descriptive, and let them know what you liked about the task and what you thought could be improved.

### How long does a learner have to complete a review?

A learner should complete the peer review as soon as possible. However, on an average it takes 15 minutes to complete 1 review.

What happens if I do not close the review within the defined timelines?

There are no defined timelines for you to complete Solidify. However, the completion of your Solidify journey will be delayed. As a process it is mandatory to complete 3 peer reviews.

Can I do Solidify using a mobile device?

Yes, for that you should select a learning task tagged as a 'Mobile friendly' task.
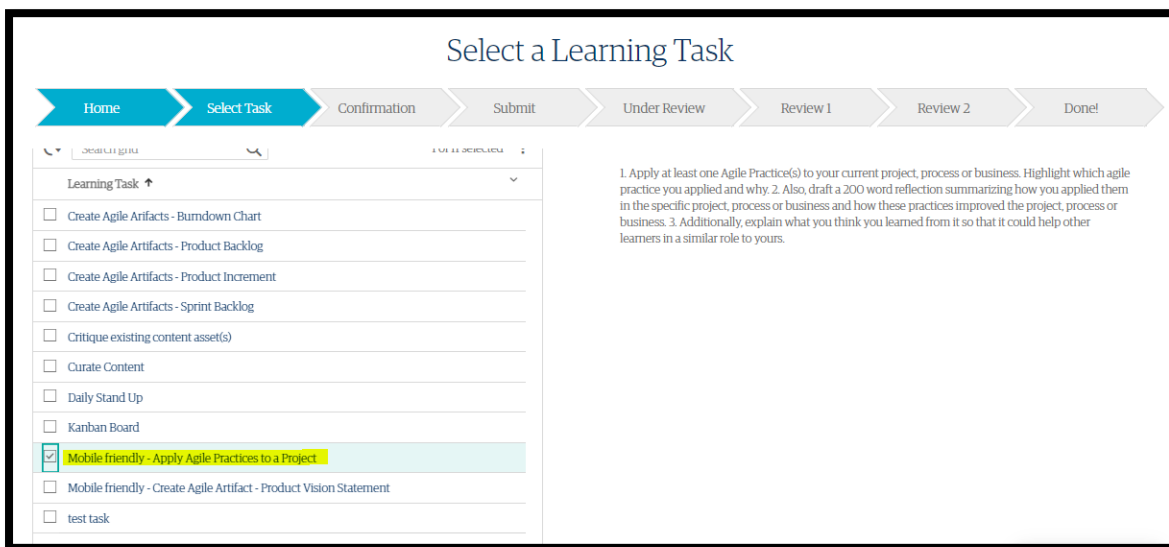
How is a 'Mobile friendly' task is different from other tasks?

If you select a 'Mobile friendly' task, you will have to submit your task in a text box. Please Note: The task submission should be within the word limit specified in the task description.

Are Mobile-friendly tasks available across all skills / proficiency levels?

Mobile-friendly tasks are currently available for IO prioritized skills at the Beginner & Intermediate level only. There will be no requirement to upload any attachments. However, we are working with L&D to make Mobile friendly tasks available across other skills and proficiencies also.

How do I select a Mobile friendly Task?

Once you click on the Start Solidify button, you will see a set of tasks which **have prefix (tag) "Mobile friendly"** and read the Solidify instructions. You can read the task description once you click on the checkbox for a particular task. Once you finalize the task you want to do, click on "Choose this task." You will land on the "Confirmation Page." You will also receive an email notification confirming your selection of the Learning Task. For any further queries, you can raise Helpmate ticket.

How do I submit my Mobile friendly Solidify Task?

- Select a 'Mobile friendly' task.
- You will get an email from Genome Learning. Read the instructions.
- Once you are ready to submit the task, type in your submission (answer) in the text box provided.
- You will get an email notification on successful task submission.

Please Note: The task submission should be within the word limit specified in the task description.

What kind of peer tasks will I review if I submit a 'Mobile friendly' task?

If you select a 'Mobile friendly' task, you will also be assigned three peers 'Mobile friendly' task submissions to review.

When can I fail Solidify?

You will fail Solidify by two ways:

➤ You can fail Solidify if two out of the three reviewers fail the task you submitted for review.
➤ You can also fail if the reviewer marks your task as plagiarized (copied from the internet)

What happens if I fail Solidify?

You can restart Solidify for the same skill and proficiency level again. You may choose the same or a different task. There is no limit to the number of times a learner can attempt Solidify.

If the result shows significantly plagiarized, take a screenshot and save it. Then click "yes" for if the task was plagiarized and upload the screenshot you just saved (upload must be in **.png** format, maximum file size 5MB). If the submission is not plagiarised, mark no.
Remember, plagiarism is an integrity violation. Citing works is perfectly acceptable, and you will need to use some judgment when marking a task as plagiarized. When you mark a task as plagiarized you are saying it was directly copied from other sources, the task is an integrity violation, and it will be failed.
If the task is not plagiarized, review and score the task by referring to the scoring rubric
Share your feedback in the reviewer comment box. Be specific about what you liked and what could be improved. These comments will be seen by whoever submitted the task!
Do the whole process again until you have finished all your reviews!

What happens if my Solidify task is incorrectly marked as Plagiarized?

If you feel that the existing submission has been wrongly flagged as "Plagiarized", you may "contest" the same by raising a new Helpmate ticket. Please ensure you have a discussion with your Line manager/HR Manager and attach their approval in the helpmate ticket. Your submission will then be assigned to an SME for re-evaluation which could take up to 10 working days

Is the BITS Wave completed after completing Solidify?

Solidify is the S part of the BITS wave – the final stage for that proficiency level to apply your learning. You will practice on a learning opportunity curated for you – a Learning Task. One successful completion of Solidify, it will account for BITS wave completion. However, do ensure you have met the eligibility for Solidify by checking the following prerequisites are completed:
1. Marked yourself in My Profile for a particular skill/proficiency
2. Completed Immerse for a particular Skill /proficiency.
3. Completed Transform for a particular skill /proficiency.

Is it necessary to mark all the smart cards on Solidify Journey as complete?

Once you receive email confirmation that you have successfully completed Solidify, please come back, and mark the "Solidify Card" as complete on EdCast.

How will I get my learner scores for Solidify?

As a process , your Solidify is completed once you have completed the 3 mandatory peer reviews and your task has been reviewed by 3 peers.. Once you get a successful completion email, your learner scores will be added to MyPlan in the subsequent iteration.

When will I receive the result of my completed Learning Task submission?

Once you have submitted your Solidify task you will be notified via email as confirmation of your submission. Post your Solidify task submission, you will receive the following e-mails showing the progress on your Solidify completion:

1. Notification when your Task review has been completed
2. Notification to review three peer learners' tasks.
3. Notification of successful / unsuccessful solidify completion

For any further queries, you can raise **Helpmate** ticket.

What do I have to do after I complete Solidify for a skill at a proficiency level?

 Once you've successfully completed Solidify for a skill at a proficiency level, you'll receive an email confirmation. As a next step, check if you have completed Immerse and Transform by going to **My Performance**. If you have, please upgrade your proficiency level for the skill in My **Profile** (for Beginner, Intermediate and Proficient levels only). If not, please go back and complete Immerse and/or Transform. Please note that it takes up to 2 business days for My Performance status to refresh You can then start the BITS wave for the next proficiency level of that skill or start the BITS wave for a new skill.

When do I get the Genome learner scores for Solidify?

Learner will get the learner scores related to Solidify on the successful completion of Solidify. You will also receive an email notification confirming your successful completion. Post email confirmation scores will be given in next learner score refresh cycle.

For any further queries, you can raise **Helpmate** ticket.

Who do I contact for any questions on Solidify or Learning Tasks?

 In case you do not get an answer to your query in the FAQ document, Please raise a ticket on **Helpmate**

Is there a re-evaluation feature available for Solidify tasks?

Genome offers you a re-review option for Solidify task. Requesting a re-review does not guarantee that your task submission will pass. It means that your task submission will be reviewed thoroughly once again. Please note re-review requests are processed only once for a specific skill and proficiency. While your request is ongoing, you will not be able to re-start Solidify on the same skill and proficiency. Upon re-review, if the reviewer finds the original review to be accurate, no changes will be made to your Solidify results. You will need to redo Solidify. You will receive an email once the re-reviews have been completed telling you if your submission passed, or if you will need to redo Solidify. This can take up to two weeks from submitting the request.

Is there an eligibility criterion for submitting re-evaluation for Solidify task?

Applicable for band 3+ population, you can request a Re-Review through Solidify platform.

Can I resubmit the task if applying for a Re-Review?

No, you cannot re-submit a new Solidify task. Your old submission will be re-reviewed.

FAQ for Bands 5 & 4A in Operations to accurately update their My Profile before Nov 8 else they will lose access to Genome

Why am I getting the email on correcting My Profile?

The increased adoption of Genome's Transform and Solidify has shown that many learners have missed or ignored repeated requests and still not tagged themselves at the right proficiency level on My Profile for their skills. Apart from the negative impact this has on their own learning and the ability to find right roles via Talent Match, the behavior impacts everyone's learning. The data shows that you may be one of them.

To protect the experience for all the learners, effective Oct 11, 2021, learners in band 5 and 4A, must mark themselves as Beginner in My Profile and start at Beginner proficiency levels for Genome's BITS waves. From there, they can move to the next level of proficiency (Beginner -> Intermediate -> Proficient -> Expert).

This applies to all Industry, Digital and Professional skills. The only exception are the Domain and Service Line skills that you should know as a part of your job.

Since you have got this email, here's what you need to do

1) Go to Genome -> My Profile on web or mobile app
2) Under Functional Domain & Service Line skills, ensure that you have captured the correct practitioner skills and proficiency (Read proficiency definitions to be sure)
3) For all Industry, Digital and Professional skills in your My Profile, you need to start at Beginner level. If you have completed a Beginner-level wave, you can move to Intermediate for that skill. Only if you have completed both a Beginner and Intermediate wave for that skill you can go to Proficient. If you have already completed an Intermediate wave but not Beginner wave, please mark yourself as Beginner, and complete the Beginner wave - after completing the wave, you will be able to go back to Proficient level

What are the skills where I need to make changes?

• You will be able to see this in the Genome website/app in a pop-up message
• You will need to correct skills in Industry, Digital and Professional. The specific skills will be shown to you when you visit the Genome app or website at https://genome.genpact.com/

Please note once you accurately update your My Profile, it takes 24-48 working hours for change to reflect in Genome. You will no longer see the alert message on Genome website.

ATTENTION

Effective Oct 11, learners in band 5 and 4A in operations need to **start at Beginner proficiency** level for professional, digital and industry skills and **only then** move to higher levels of proficiency. It looks like you have not assessed your proficiency level correctly in My Profile.

You need to change the proficiency for the following skills:

Skill Name	Current Proficiency	Required Proficiency
Agile	Intermediate	Beginner
Client Relationship	Proficient	Beginner
Collaboration Tools & Methods	Proficient	Beginner
Energy at Work	Proficient	Beginner
Executive Presence	Proficient	Beginner

⚠ If you do not update your My Profile correctly by **November 8, you will lose access to learning on Genome** until you correct the errors above. So update your My Profile now!

For more information, please visit the FAQs.

Okay

What about the waves that have been completed by learners for these skills in past?

There will be no change to the previous wave completion data and learner score. This will also ensure there is no impact to promotion eligibility for 2021.

What about the learners where a wave is in progress at higher proficiency, but they have not done the lower proficiency waves?

- They will need to start at Beginner level and complete that before moving subsequently to intermediate and then proficient and then expert.
- The immerse cards that they had marked completed will remain unchanged.
- If they join a transform session at higher proficiency which they have registered earlier, they will be requested to leave the session if they have not done lower proficiency waves
- If they still go ahead and attend a transform session, they will not be able to access solidify till they do the lower proficiency waves.

Will the restrictions apply to both Guru Connects and Guru Forums for learners whose proficiency tagging is incorrect?

- For Guru Connects, Bands 5 and 4a will not be allowed to register for a Proficient or Expert session unless an exception is granted
- Learners who have an incorrect proficiency and do an intermediate Guru Connect or Guru Forum will be blocked once they reach Solidify

How will we inform learners who do not have access to emails?

- These learners will receive this message when they try to access Edcast or Genome via web or mobile or the solidify link directly
- The message would be cascaded to them via their supervisors and/or L&D leads

What will happen to Special Programs where the program teams have been using bespoke content? Will the learners be able to access content from the higher proficiency levels and mark cards complete?

The non-compliance status will only leverage My Profile data for validation for Bands 5 and 4A. Therefore, if a learner is tagged incorrectly on any skill(s) in their profile, they would become non-compliant and will need to correct it before resuming their learning journey on special program or Genome

If learners have done certification in any said skills and want to pursue higher proficiency, will there be an exception given to those cases?

If exceptions are warranted, i.e., if a learner objectively meets higher proficiency levels, the process to be followed is:

a) Learner to send their supervisor an email specifying the skill, proficiency level, and providing detailed justification of the proficiency level.
b) Once this is approved by the supervisor, the learner will forward the email to genome.exception@genpact.com, cc their supervisor and the L&D leader for the group. Please note the review of the email may take a few days.

What are the details I must include in my exception email to Genome?

- Your email to genome.exception@genpact.com should be a forward of your manager's approval email
- Your OHR, skill name and proficiency level for which you are requesting exception should be in the subject line
- Make sure to cc your manager and your respective L&D in the email

- Please note the genome.exception@genpact.com address has been created to address request for exception ONLY. You will not receive an acknowledgement if your email is anything other than request for exception.

Would access for learners who raised exceptions be barred while awaiting review if it crosses 8th Nov timeline?

Once the exception email has been sent, access will be given in 24-48 working hours.

My access to Genome has been revoked. I have corrected my proficiency level in My Profile. How can I get the Genome access again?

From the time of making the correction on My Profile, it will take 24-48 working hours for access to be restored. If still you are not able to access your Genome profile, reach out to Support team

My team's access has been revoked on Genome. Can I place a request on behalf of my team to get Genome access back?

You cannot raise a ticket of behalf of your team member. Your team member will need to do it themselves.

Can managers submit an exception request for their team members?

Yes, the managers can submit an exception request on behalf of their team member if –
- Team members are working from the client location and cannot send an email
- A complete team is required to begin learning at higher proficiency level (without following sequential BIPE track) as a client requirement / business need.

FAQ for Wave Completion Certification

Why am I getting an email that my wave is not completed while I have already completed Solidify?

If you have completed solidify but Immerse or Transform is incomplete (check on My Performance page), you will receive a note from Genome stating your wave is not completed.

I complete wave before 2020, when will I receive the certificate?

The wave completion records were displayed on My Performance page from Oct 2021. The wave completion certificates will be sent out to all learners who completed their wave started Oct 1, 2021.

How is the wave completion date calculated?

Wave completion date is the date when the last component of I/T/S is completed in the BITS journey. For e.g., if you have completed Immerse and Solidify already and you completed Transform recently, your wave completion date will be same as Transform completion date.

I have received an email stating solidify completion but wave not complete. How do I check what I need to do for wave completion?

Go to My Performance page, check what is not complete – Immerse or Transform. Finish whatever is incomplete. Once all BITS show as completed on My Performance, you will receive the wave completion email.

The wave completion date for a few skills seems to have changed on My Performance page. Could you help why that would have happened?

Yes, you are right. You may see changes in the wave completion date on My Performance page. This change has been designed to ensure that wave completion date is same as completion date of Immerse

/ Transform / Solidify, whichever is completed last while riding a wave. Change in the date has **no impact** on your learning score or wave completion status

Can I download My wave certificate from Genome?

Yes. Go to the My Performance page, then to the wave completion table and click on "Wave certificate" for download.

I have completed the BITS journey and have got a wave completion certificate, is there anything else I need to do for this skill proficiency.

After completion the BITS journey for a skill proficiency, you must update your My profile for the next proficiency. Refer to My Plan skill dials, which guide you to update your profile, post solidify completion, to the next proficiency for the same skill.

FAQ for Coffee with Genome

What is Coffee with Genome?

'Coffee with Genome' helps you protect time in your calendar when you have most availability based on the preferences you set.

It is powered by the Watercooler bot that schedules an appointment in your calendar for Genome learning.

The appointments are termed as "Coffee with Genome" breaks.

Can we use 'Coffee with Genome' independently without enabling Watercooler Bot?

While both functionalities are independent i.e. Coffee with Genome and Watercooler chats, both work using the Watercooler bot and once installed can be used independently.

Are there any pre-requisites to enable 'Coffee with Genome'?

Yes. Below are the pre-requisites to enable 'Coffee with Genome'.

You need to have Microsoft Teams installed on your system. You should be able to see **Watercooler app** available and pinned in your MS Teams left navigation bar.

If it is not available in your MS Teams menu panel, then add 'Watercooler' app through MS Team by clicking 'More added apps' button in the panel.
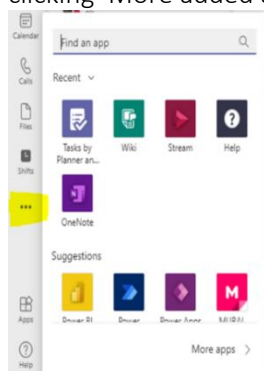
Where do I start on 'Coffee with Genome'?

Once Watercooler is added in MS Team, you would be prompted with welcome card(s) to guide with further steps.

How Can I set Preferences for "Coffee with Genome"?

Preferences for 'Coffee with Genome' can be set by 2 ways i.e. by clicking on the "Set preferences" button as above or by clicking the 'Genome Preferences' tab on the top bar.

Set up your preferences for 'Coffee with Genome' i.e. break timing, duration, frequency, multiple breaks required/not, silent day, break timing, time-zone.

Click "Update Preference" to change any detail if required. This button will remain disabled until you have filled up all the required preferences.

Can I update or edit my preferences later?
Yes, Preferences can be edited anytime by clicking "Update Preference" button in Set Preference dialog box.

What are 'Silent Days'?
You can mark certain days of the week as "Silent Days" on which you don't want appointment to be scheduled.

How Can I pause/stop 'Coffee with Genome' breaks for me?
You can temporarily pause scheduling of breaks by disabling it from 'Genome Preferences'.

What do I need to do to install / use Watercooler?

You'll be set up in under 5 minutes. **Please use a laptop/desktop to install and sign up.**

- Click on this underline installation link
- It will open the plug-in on MS Teams, follow the simple instructions on the pop-up. Remember to view and accept the terms. If you want to know more, there's a virtual tour right there.
- Once Watercooler is added on your MS Teams, simply click on the 'set your preferences' button
- **Important**: customize your meeting frequency and other options such as time zone for your calendar. You change the preferences anytime
- When you're done, Watercooler will work in the background and schedule "Coffee with Genome" appointment(s) in your calendar for Genome learning.

To find the Watercooler app (for instance to change preferences, or decline a Watercooler chat) you can find it in Teams as displayed below