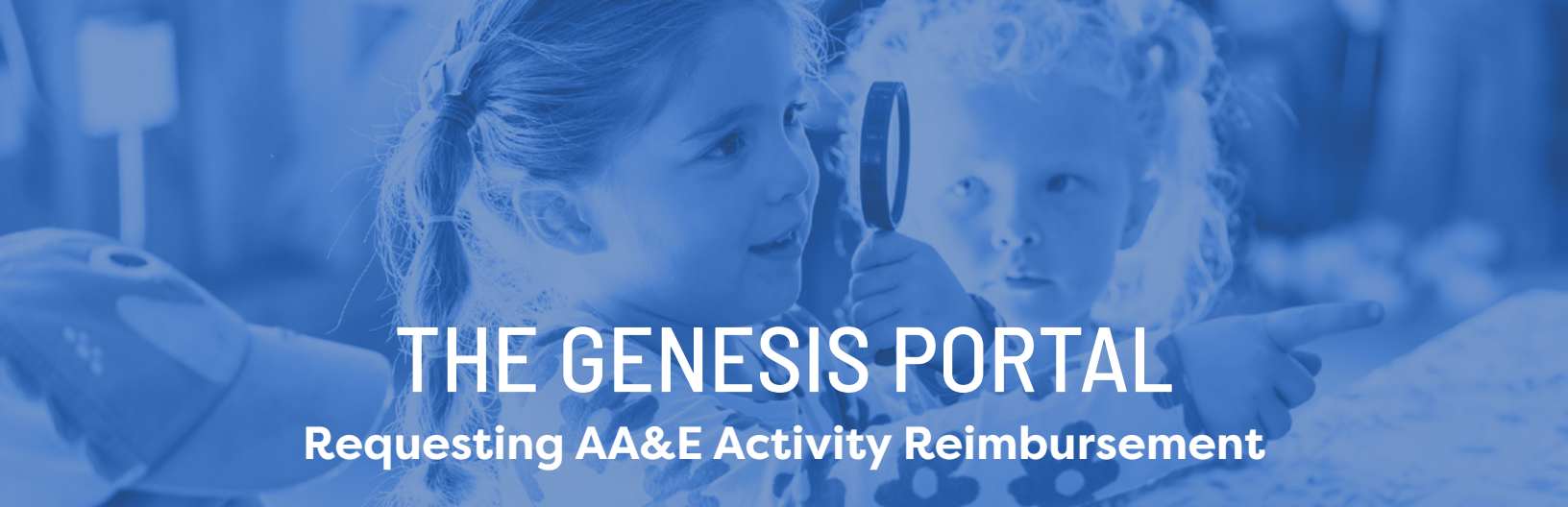




THE GENESIS PORTAL

Requesting AA&E Activity Reimbursement

AoE Online families may submit requests for reimbursement for Arts, Athletics, and Enrichment (AA&E) activities via the Genesis Portal online. Follow the steps below to submit a request.

Gather the following information

- Your student's Academy of Excellence student identification number
This is a unique number assigned by the school that was emailed to parents.
- The receipt or invoice for the AA&E (Arts, Athletics, and Enrichment) activity saved on your device as either a PDF or photo to be uploaded
- Access to your cell phone or email address on file with the school to authenticate access to the portal

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Request reimbursement

- 1 Click [here](#) to go to the online Genesis Portal.
- 2 Enter the student's identification number and authenticate access through your cell phone or email address.

The screenshot shows the 'Academy of Excellence' logo at the top. Below it, the title 'Reimbursement Request' is followed by the instruction 'Verify your identity, enter the expense, and upload the receipt — it takes a couple of minutes.' A progress bar shows 'Verify' as the current step, with 'Request' and 'Review' as subsequent steps. Under 'Verify your identity', there is a text prompt: 'Enter your student's ID and we'll text or email a 6-digit code to the parent/guardian contact the school has on record. That's it — no account or password needed.' Below this is a 'Student ID' input field and a 'Check' button.

- 3 Verify your information is accurate.

This screenshot shows the 'Request' step of the process. It begins with a green bar indicating 'Verified for' with a progress indicator. Below this, the 'ABOUT YOU' section contains fields for 'Your name', 'Email', and 'Cell phone'. A checkbox is checked, with the text: 'I certify that I am the person named above and that the Name, Email Address, and Cell phone number listed are true and correct.' A small disclaimer at the bottom states: 'If this information is not accurate, please contact Academy of Excellence and request your information to be updated. Do not proceed with submitting a request for payment until this information is accurate.'

- 4 Enter the details requested for the AA&E activity.

The screenshot displays the 'THE EXPENSE' section. It includes a 'Payment category' dropdown menu set to 'Arts, Athletics & Enrichment (AA&E)'. Below this is a 'Type of Arts, Athletics & Enrichment (AA&E) activity' section with three buttons: 'Art', 'Athletic', and 'Enrichment'. The 'Which semester is this for?' section has two buttons: 'Fall' (selected) and 'Spring'. There are input fields for 'Amount (USD)' and 'Purchase date' (formatted as mm/dd/yyyy). At the bottom is a large text area for 'Description (what, where, when)'.

- 5 Enter the information requested about the provider.

This screenshot shows the 'Provider information' section. It starts with a 'Provider name (who you paid, or will pay)' input field. Below is a section for 'What are you uploading?' with two buttons: 'Invoice (not yet paid)' and 'Receipt (already paid)'. A note states: 'Under the program rules you may be paid from an invoice, but you must upload a receipt afterward to remain eligible for future payments.' There is a 'Receipt' section with a dashed box and a prompt: 'Click to select or drag & drop' followed by 'JPG, PNG, or PDF — a phone photo works'. Below this, it lists acceptable formats: 'Acceptable formats: JPG, PNG, or PDF. A photo taken on your phone works. (Word documents aren't accepted.)'. The 'Provider address & contact' section includes fields for 'Street address', 'Address line 2', 'City', 'State', 'ZIP' (with the example '85013 or 85013-1234'), and 'Provider phone'.

- 6 Upload a PDF or photo of your receipt or invoice from the provider.
- 7 Upon completion of the submission, an email confirmation with a tracking number will be sent to you. You may continue to submit more requests for the same student or a different student before ending your portal session.

The screenshot shows the 'Request received' confirmation screen. It says 'Thank you — we've got your reimbursement request.' Below this is a 'REFERENCE' box containing 'AOE -' followed by a greyed-out tracking number. A note says 'We'll email you with any updates.' Another note states 'Enrolled in more than one course? You can submit another request now.' At the bottom are two buttons: 'Submit another request for this student' and 'Start a new request'.

Receive results

- Genesis Administration will review and process your request for reimbursement within 5-7 business days.
- You will receive an email indicating that 1) the request was approved, 2) more information is needed, or 3) the request was denied. The email will include instructions about next steps.
- If your request for reimbursement is approved, watch for a communication from Checkbook, explaining options for reimbursement: instant payment, ACH, digital check, or mailed check. Keep your debit card or routing number and bank account information handy to make reimbursement convenient and easy.

