

# Organization Questions

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# Delete duplicate organizations

## **Issue:**

When linking a new program to their organization, an administrator might notice that there is a duplicate organization listed in the Connector.

## **Solution:**

Please contact Support ([support@mentoringcanada.ca](mailto:support@mentoringcanada.ca)) if you notice duplicate organizations.

# Administrator Login Page

## Issue:

Occasionally, organization administrators are unable to locate the page that directs them to log in to their Connector accounts.

## Solution:

1. To access your organization administrator account, please visit the [Mentor Connector page](#) on our website and you will find the Connector sign-in button under 'Step 3'. This will take you to right to the login landing page to gain access your account.
2. Alternatively, we encourage administrators to follow this link [<Connector Sign-In page>](#) and bookmark this page for quick future reference as it is direct access to the login landing page.

# Update organization details

## Issue:

We receive requests from organization administrators who would like to update their organization details. E.g., update contact information, change the current administrator, or add another administrator to the organization.

## Solution:

Support is always happy to help administrators make this change! However, it is much faster to make these changes yourself by logging into the site using this link <Administrator Login>.

This link takes you directly to your organization's dashboard where you can make the changes yourself.

To learn how to update your organization details, please refer to the following articles from the Mentor Connector user guide:

**[Organization Administrators & Program Administrators](#)**

**[Edit your Organization & Programs](#)**

**Please remember to hit the save button at the bottom right corner of the page once you are done.**

# Program is not coming up in search result

## **Issue:**

We love when organizations register on our platform because this means you've made the first step towards getting yourself out there - that's awesome! Unfortunately, we have also noticed that some organizations do not have programs registered with us so, when you use the search function, you do not show up on the results page.

## **Solution:**

In this situation, when you input your postal code or location in our search bar to verify if your organization shows up for mentoring opportunities, please note that it will not show up because the search function is only linked to programs and not organizations.

We strongly recommend following this link < [Submit a Program](#) > and creating a program for your organization if you have not done this yet.

Alternatively, if you have registered a program and its approval status is still pending, your program will not come up in the search results as it only shows once the program has been approved.

# Status Update for Pending Organizations

## Issue:

This addresses organization administrators who have created an organization but are yet to receive feedback on its approval status.

## Solution:

Please note that at this moment there is a waitlist for organization approvals due to the large volume of submissions we receive.

We thank you for your patience and recommend that you keep checking your organization's profile to confirm your approval status. You can log in to your organization [here](#).

However, if you have not heard from us in 10 business days, please contact us at [\*\*support@mentoringcanada.ca\*\*](mailto:support@mentoringcanada.ca)

# Next steps for Pending & Paused organizations

## **Issue:**

An organization administrator was notified that their organization submission was paused or, sees that it is still pending after 10 business days when logging in to the Connector.

## **Solution:**

If your organization has not been approved or is still pending after 10 business days, the administrator can contact Mentor Canada at [support@mentoringcanada.ca](mailto:support@mentoringcanada.ca) to gain further knowledge pertaining to the status.

Mentor Canada will reach out to the contact listed on the submission form when the organization does not meet requirements or when more information is required for approval. An email is sent to advise the administrator that the organization has been paused.