Program Questions

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"Send an email to this contact" reply link not working

Individual in charge of responding to program inquiries is having an issue with replying the automated email sent from the Connector via the reply link when inquiries are made to their program.

✔ **Solution**:

We receive support emails saying that the "send an email to this contact" link does not work properly. To resolve this issue, here are 3 options that will allow administrators to easily contact inquirers through the email:

1. Click on your email client's reply button to respond as you would reply to a regular email, **do not click the link provided.**

2. If clicking on the reply button fails to work, please copy and paste the reply link (do not click it) into the "to:" section of your work email, that is, the recipient part of you email response. Once you have pasted it, please delete the "mailto:" part of the link. For instance, "mailto:john.smith@mentoringcanada.ca " would then become "john.smith@mentoringcanada.ca".

3. If you would prefer to click the link, we recommend asking your IT Department to configure your desktop email app and link your work email to it. Once that has been set up, you will be able to reply inquiries by clicking the link.

Update program details

⚠ **Issue**:

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

✓ **Solution**:

Support is always happy to help administrators make this change, however it is faster to make these changes yourself by logging into the site using this link <Administrator Login>.
This link takes you directly to your program's dashboard where you can make the changes yourself.

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

Inquiry search radius matching volunteers who are too far away

⚠ Issue:

Some program administrators have noticed that they are receiving inquiries from volunteers who are based outside of their program's service area and are therefore not viable candidates for them.

✓ Solution:

When volunteers search for available mentor/mentee programs, they have the option to search for programs as far as 100km from their location. This wide search parameter can result in inquiries from volunteers outside your program's area of service.
When this occurs, we recommend encouraging volunteers to search again on the site for a more suitable match.

Administrator Login Page

⚠ **Issue**:

Occasionally, program administrators are unable to locate the page that directs them to login to their Connector accounts.

✅ **Solution**:

1. To access your program 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.

Email address string in "send an email to this contact" looks unusual

⚠️ **Issue**:

The email address to respond to inquiries looks like an unusual string of letters and numbers, so administrators worry that it might be a spam email or it might be a broken link as there is no name attached to the address.

✅ **Solution**:

This email address string you see is what helps MENTOR Canada to serve as a middleman and ensure that, from our end, we can verify that communication has been established between you and the inquirer. This email is what updates the inquiry status from 'un-contacted' to 'contacted'.

Please go ahead and reply to this email as it is safe to do so. Once the inquirer responds to your reply, you will receive their personal email address.

Request for volunteer email addresses

⚠️ **Issue**:

We understand that many administrators would love to have the email addresses of inquirers at first contact, unfortunately that feature is not available at this moment.

✅ **Solution**:

It is not possible to receive personal emails via the platform until a back-and-forth initial contact has been established. This relay is what allows the Connector to change the inquiry status from 'un-contacted' to 'contacted'. Once that has happened, administrators will be able to connect with inquirers and receive their personal email addresses.

For example:
Person A makes an inquiry, and you respond to their inquiry via the connector email.
Once Person A replies your response, that is when you will receive their personal email as the Connector is no longer the middleman from that point.

Change contact email for program inquiries

⚠️ **Issue**:

Current administrator is flooded with several emails from inquirers and would like to change the contact information for inquiries.

✅ **Solution**:

Additional program administrators can be added to the program which would also receive the inquiry emails and therefore spread workload amongst the program administrators.

To learn how to add additional program administrators or change the current program administrator, please refer to the following article from the Mentor Connector user guide:

Organization Administrators & Program Administrators

Note: While the removed program administrator can still sign in, they will no longer have administrator privileges attached to their account once this change is confirmed. The new contact information will become the program administrator so please ensure that email/user account is secure.

Status update for pending programs

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

At this moment, there is a waitlist for program approvals as this takes time.

We thank you for your patience and recommend that you keep checking your program's profile to confirm your approval status. You can log in to your program here.

However, if you have not heard from us in 10 business days, please contact us at **support@mentoringcanada.ca**

Delete duplicate programs

⚠ **Issue**:

While conducting a search on the Connector to see if their program is listed, administrators might notice that there is a duplicate of their program showing up in the search.

✅ **Solution**:

Program and organization administrators can perform a program deletion on their own.

Please refer to this article of the Mentor Connector user guide:

Edit Your Organization & Programs

If you still need assistance, please reach out to Support (support@mentoringcanada.ca).

Next steps for Pending & Paused programs

⚠ **Issue**:

An organization or program administrator was notified that their program 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 to gain further knowledge pertaining to the status.

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