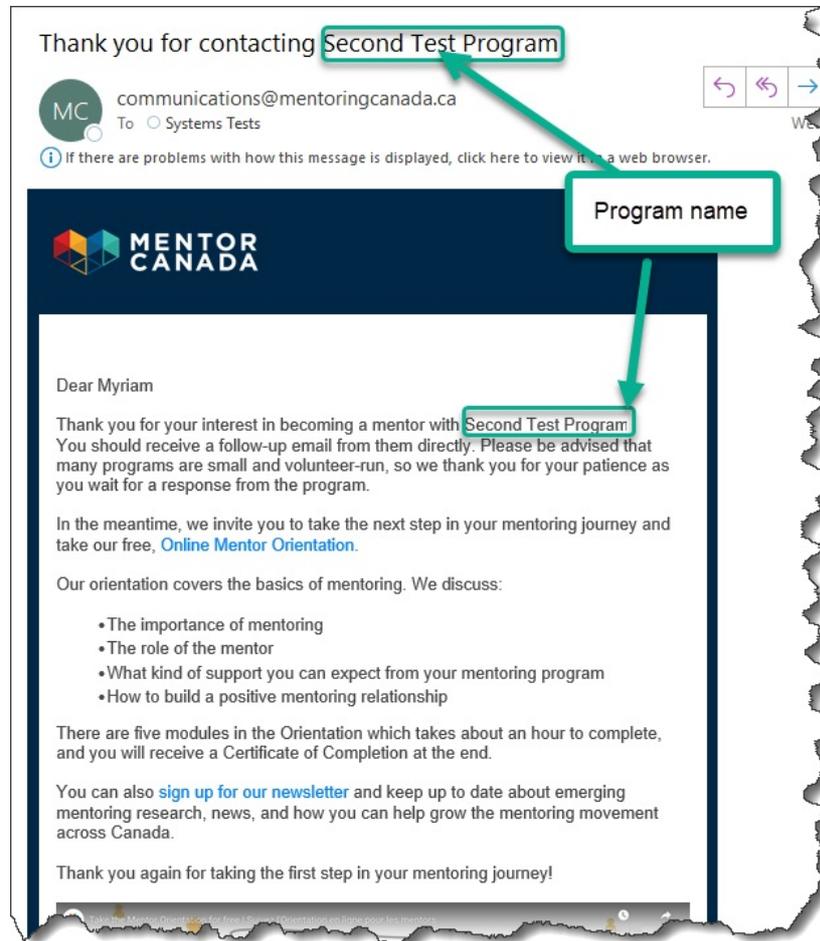


View & Manage Inquiries

Mentors/Youth Communication

Mentors

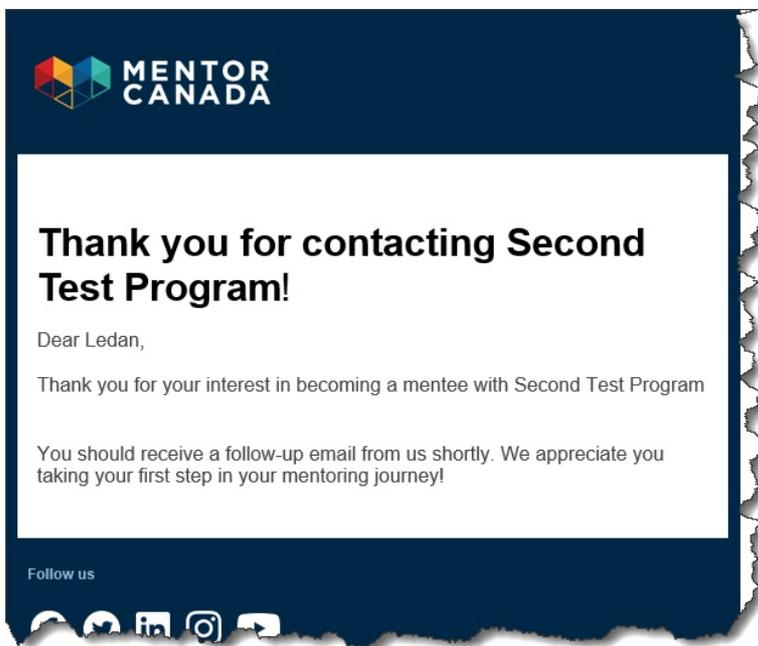
When a potential Mentor applies to a program, they will receive the following email from communications@mentoringcanada.ca:



As stated in the email communication, the mentors can click the **Online Mentor Orientation** to start.

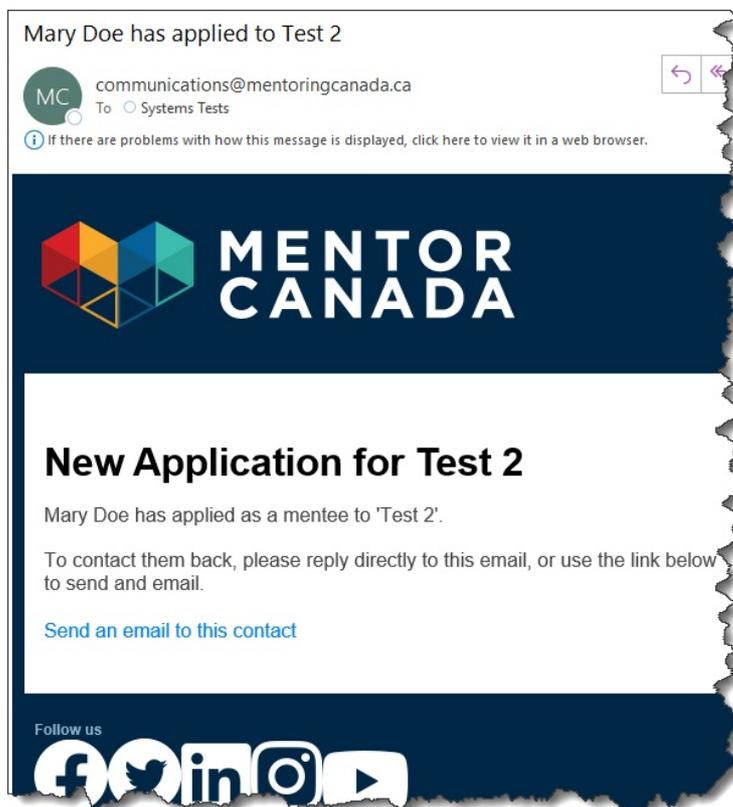
Youth

When a youth (Mentee) applies to a program, they will receive the following email from communications@mentoringcanada.ca:



Program Administrators Communication

The program administrator will receive the following email from communications@mentoringcanada.ca:



Replying to Program Inquiries

There are two ways the program administrator can reply to contact the inquirer:

1. Click [Reply](#) on the email ***Recommended Method***

Leidan test has applied to Read and Learn

communications@mentoringcanada.ca
To Systems Tests

If there are problems with how this message is displayed, click here to view it in a web browser.



Reply Reply All Forward

Thu 2021-12-16 9:04 AM



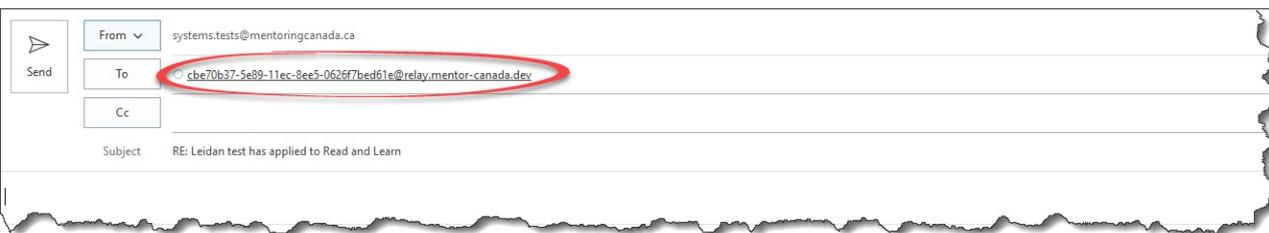
New Application for Read and Learn

Leidan test has applied as a mentor to 'Read and Learn'.

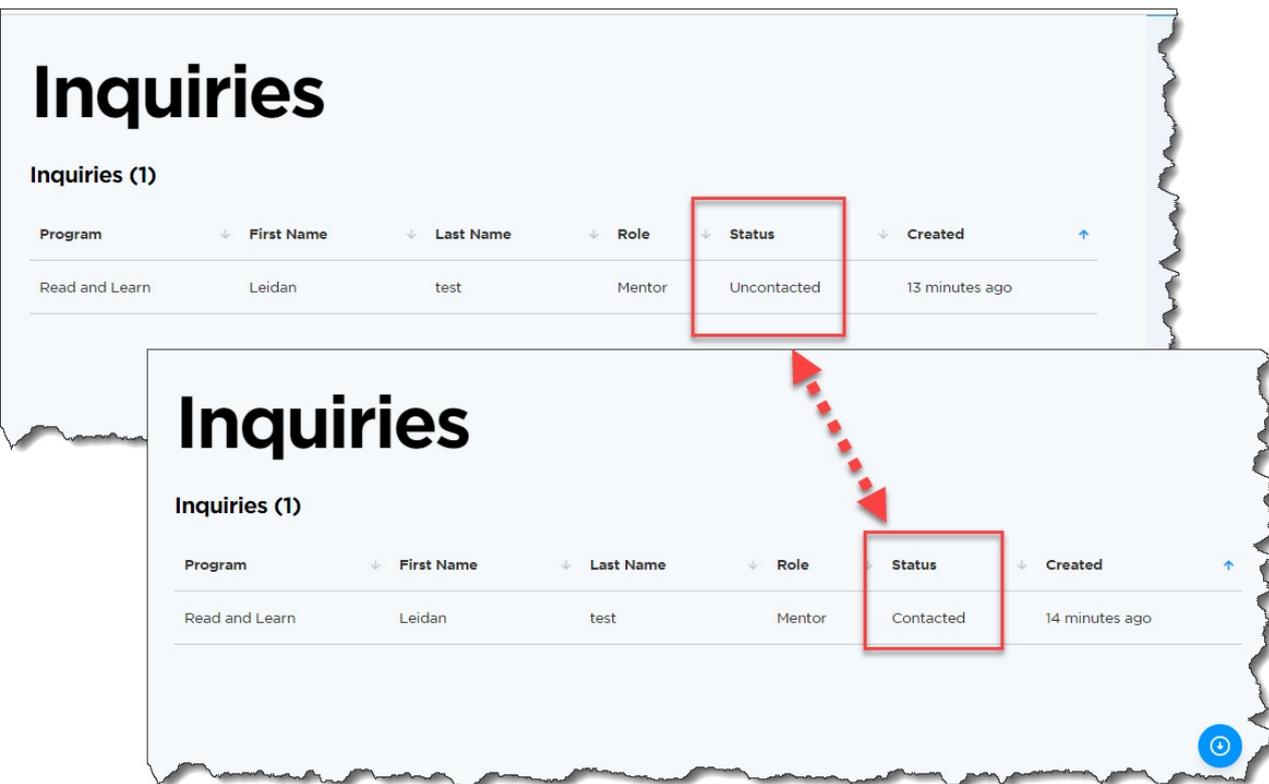
To contact them back, please reply directly to this email by hitting the reply button or click on the link below to send an email.

[Send an email to this contact](#)

1.1 When clicking on **Reply** you will notice a string of letters and numbers appears (called relay email link) instead of the sender's email address. This is intentional and serves as a middleman that connect the email responses to the inquiry list on the Connector.



1.2 It will update the inquiry status from "Un-Contacted" to "Contacted" once you have responded to the inquiry.



1.3 When the program administrator clicks on an individual inquiry, they are provided with additional information given by the inquirer based on their contacted/uncontacted status. When an Inquirer's status is "Uncontacted", the inquirer's email and phone number remain hidden.

Myriam Test Mentor

Program	Second Test Program Robert
Inquiry Date	2021-12-15 15h54
Status	Uncontacted
Relay Email	fdd0881f-5df9-11ec-8ee5-0626f7bed61e@relay.mentor-canada.dev
Email	Hidden
Phone	Hidden
Voice Calls	Yes
SMS Messages	Yes
How Did You Hear About Us?	
How Did You Hear About Us? - Other	

1.4 Once the inquirer has been contacted via email by responding to the email, their status moves to "Contacted" and the hidden information is made visible to the program administrator.

Myriam Test Mentor

Program	Second Test Program Robert
Inquiry Date	2021-12-15 12h06
Status	Contacted
Relay Email	107f36b1-5dda-11ec-8ee5-0626f7bed61e@relay.mentor-canada.dev
Email	test22-mentor1@mentoringcanada.ca
Phone	5145555555
Voice Calls	
SMS Messages	Yes
How Did You Hear About Us?	Ontario Mentoring Coalition
How Did You Hear About Us? - Other	

⚠ Please note that you can not manage email replies or view email communications from the Inquiry tab. The Inquiry tab is simply to keep track of the program inquiries and their statuses.

2. Click "Send an email to this contact".

New Application for test5

Michele M has applied as a mentor to 'test5'.

To contact them back, please reply directly to this email, or use the link below to send and email.

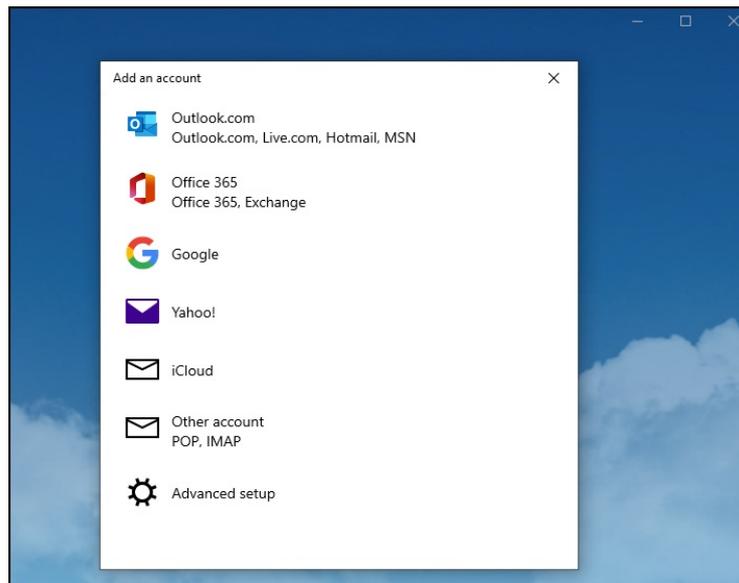
[Send an email to this contact](#)

When you click on the "Send an email to this contact" option, one of the following scenarios will occur:

1. If you have a configured desktop email application, it will open a new email reply with the relay email link automatically populated in the "to" field.

OR

2. If you don't have a configured desktop email application, you will be prompted to set up one before you can send a reply. If you require assistance in completing this task, we recommend reaching out to your organization's technical support team. They will be able to provide the necessary guidance and support.



Viewing Program Inquiries

1. To view program inquiries, after login into the Mentor Connector click on the "Inquiries" tab.



1.1 The program administrators can only see inquiries from programs they manage.

Inquiries

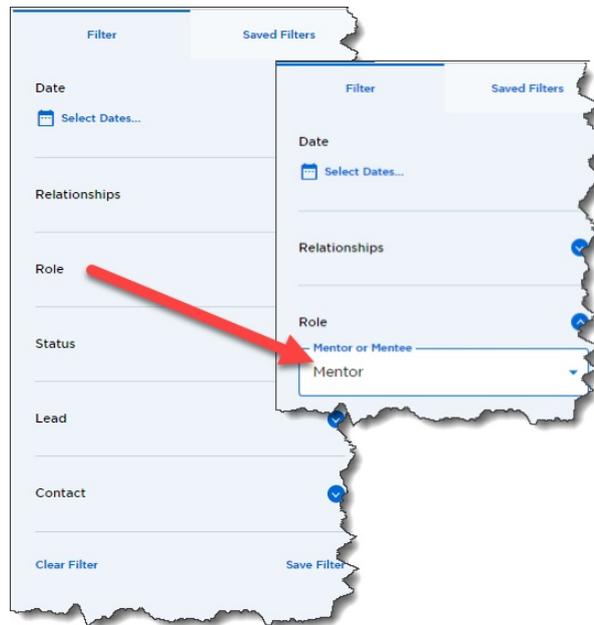
Inquiries (2179)

Program	First Name	Last Name	Role	Status	Created
Read and Learn	Leidan	test	Mentor	Contacted	24 minutes ago
Second Test Program Robert	Myriam	Test	Mentor	Uncontacted	About 18 hours ago
paused submission test	test	test	Mentor	Uncontacted	About 21 hours ago
Second Test Program Robert	Ledan	Test	Mentee	Uncontacted	About 21 hours ago
Second Test Program Robert	Myriam	Test	Mentor	Contacted	About 21 hours ago
Second Test Program Robert	Terry	Test	Mentee	Contacted	About 21 hours ago
Second Test Program Robert	michele	Test	Mentor	Contacted	About 22 hours ago

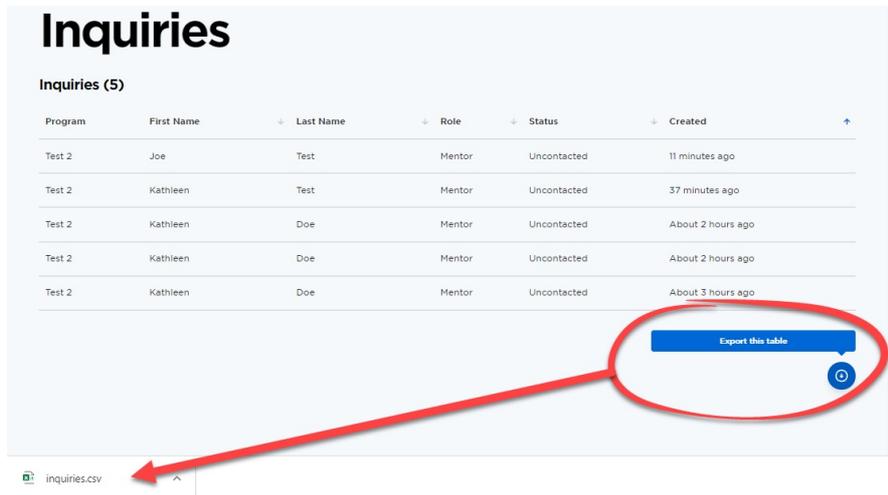
1.1.1 The list has 6 columns which display:

- Program name
- Inquirers' name,
- Inquirers' last name,
- Inquirers' role,
- Status of the Inquiry
- Date the Inquiry was sent.

1.2 Inquiries can be filtered to narrow down the list, using the filter function on the right side of the page.



1.3 Program administrators also have the ability to export the inquiry list as a CVS file.



🔄Revision #9

★Created Thu, Oct 14, 2021 9:58 PM by Michèle Mantero

✍Updated Tue, Jul 11, 2023 6:31 PM by Michèle Mantero