

Mentors & Youth - User Profile

- Are Members notified upon deactivation?
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Are Members notified upon deactivation?

Question

Do members receive a notification that informs on or confirms account deactivation?

Answer

Notifications are not sent out to members upon deactivation.

 If you have questions or need further support, please contact our Support Team: support@mentoringcanada.ca

Deactivated Members

Question

If a member is deactivated, is their profile deleted from the system?

Answer

When you deactivate members, all their information (profile, connections, group, etc.) is retained within the system.

However, they won't be able to log in to use or access the platform.

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How to permanently delete members


Question

Can Members be permanently deleted from the platform?


Answer

Yes, however, you must send a request for a specific member to be permanently deleted.

Program Administrators do not have permission to delete members on MentorCity. If a member must be deleted, an Administrator will need to send an "Account Deletion" request to support@mentoringcanada.ca for that action to be carried out on your behalf. This process provides an additional layer of security to prevent accidental, permanent deletion of user profiles.

-  If you would like to mass delete several members at once, please provide a list detailing the members' full name and their email address.

Note: By activating this "Account Deletion" request, please note that all the information pertaining to this member will be permanently deleted from the servers, the Administrator Dashboard, and downloadable reports. The member's records cannot be restored.

-  If you have questions or need further support, please contact our Support Team: support@mentoringcanada.ca

Logging Meeting Hours

Question

How can Mentors or Mentees manually log meeting hours?

Answer

There is a **Mentoring Hours tracker** for logging meeting hours and it can be found within 2 sections on the Side Panel - the **Dashboard** and **Connections**.

1. On the **Dashboard**, there is a section called 'Your Mentoring Hours' where Members can log their overall meeting hours.

The screenshot shows the top of a user's dashboard. At the top, a dark blue banner says "Hey Turi Emakpore, your profile is 82% complete." with a "Complete it now" button. Below this, on the left, is a profile picture placeholder and a "Build Your Profile" link. To the right, a red box highlights the "Your Mentoring Hours" section, which displays "01:30" with minus and plus buttons. Below this is the "Your Relationships" section, which includes "Your Mentors (1)" and a "Send a Message" button. At the bottom left of this section is a "Find More Mentors" button.

2. From the **Dashboard**, Members can also click on their Mentor's or Mentee's name to individually log mentoring hours and meetings.

The screenshot shows a "Send Message" interface. On the left, there's a text area with a rich text editor toolbar (bold, italic, underline, link, etc.) and "Send" and "Attach File" buttons. On the right, there's a sidebar with a list of steps: "2. Visit the Resources section for Mentoring tips and templates", "3. Complete the Mentoring Agreement with your Mentee", "4. Add your Goals and keep track of Your Mentoring Hours and Meetings", and "5. The Mentor and Mentee will both need to complete a Program Evaluation to end the relationship". Below this list is an "End Relationship" button. At the bottom right, a red box highlights two sections: "Your Mentoring Hours" showing "00:30" and "Number of Meetings" showing "1", both with minus and plus buttons.

3. On the Side Panel, click **Connections**, then select your Mentor/Mentee to log your mentoring hours and meetings.

If you have questions or need further support, please contact our Support

What functions are still available when a relationship ends?

Question

Which functions are no longer available when the Mentoring Relationship has ended?

Answer

All functions are still available after the mentoring relationship has ended.
Previously matched Mentors and Mentees are able to continue communicating via the platform.

If a Program would like to prohibit this function, both mentor and mentee must be deactivated within the system.

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