Mentors & Youth - User Profile

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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.

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Logging Meeting Hours

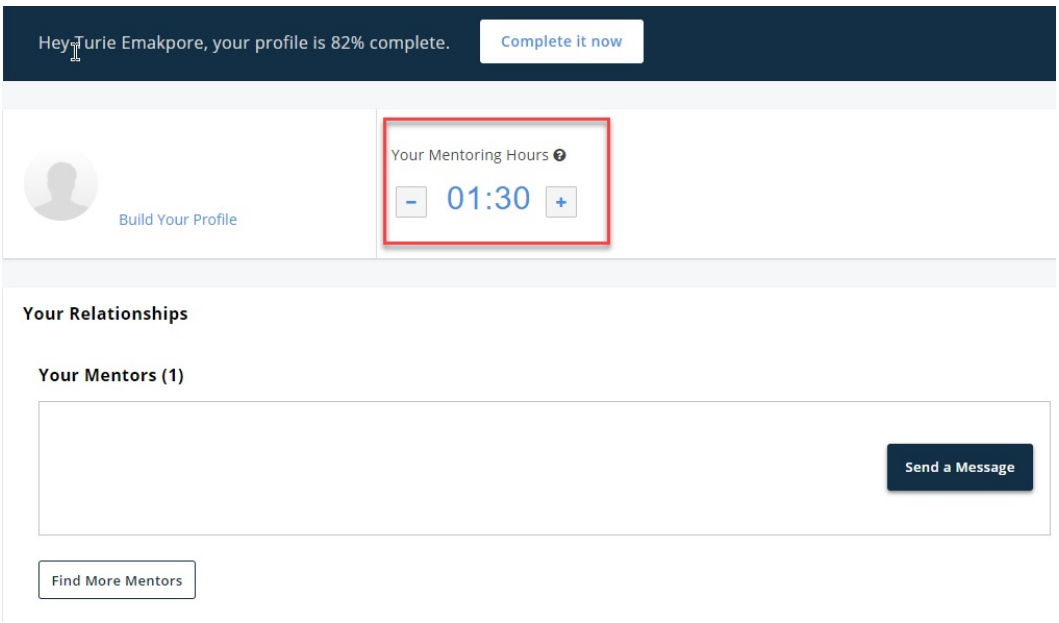
Question

How can Mentors or Mentees manually log meeting hours?

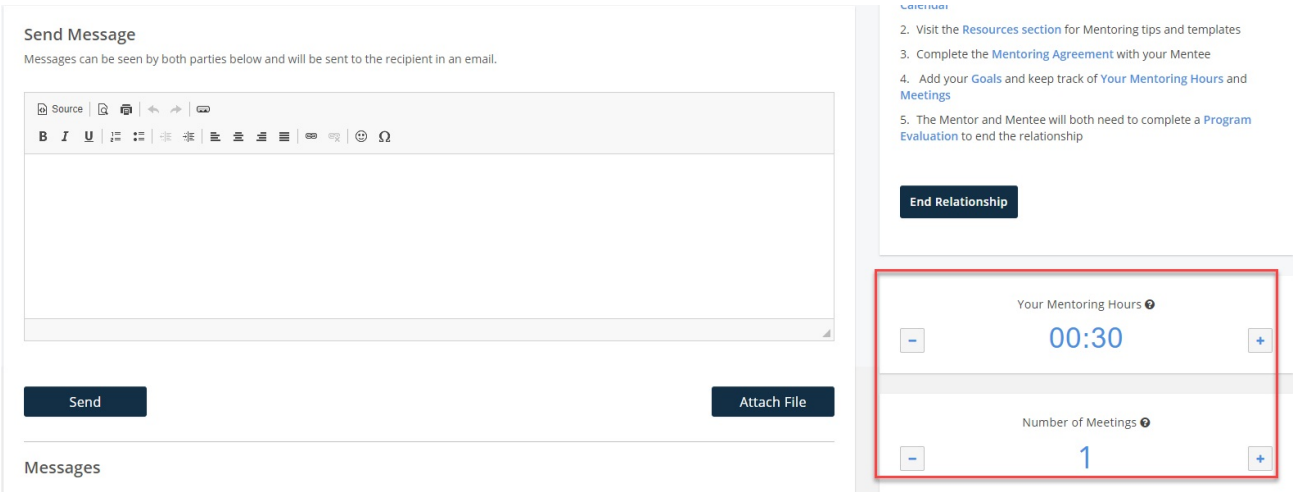
Answer

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.



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



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

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Team: support@mentoringcanada.ca

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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