

Login/Sign-Up

- Error message received when updating password
- Onboarding Email

Error message received when updating password

Issue

Upon first login, I am unable to change my password from the Account Setting page and/or I received an error message stating that my password does not match or is invalid. How can I resolve this?

Solution

1. Occasionally, there is a space either before or after the password. This can occur if the password was copied and pasted from the email. Re-enter password manually to resolve this issue.
2. Try refreshing the webpage if solution #1 does not work.
3. If the issue persists, please contact support@mentoringcanada.ca for assistance.

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

Onboarding Email

▲ Issue

I did not receive the onboarding email from MentorCity. How can I access the onboarding link?

✔ Solution

1. Check your junk mail folder.
2. Check your quarantine folder, if your organization utilizes this function. You can do that by following this link <https://security.microsoft.com/quarantine>.
3. If the email is not in your junk mail or quarantine folder, please contact support@mentoringcanada.ca for assistance.

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