

# Troubleshooting Guide

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# Support Mediums & Hours

## Support Mediums

### Support Centre:

Mentor Canada's Support & Training Centre

### Email:

[support@mentorcanada.ca](mailto:support@mentorcanada.ca)

### Phone:

+1-825-901-0549

### Video Call:

Mentor Canada provides a 1:1 video call session for Program Administrators who prefer visual guidance to resolve more complex issues reported by their members.

Please contact us via email ([support@mentorcanada.ca](mailto:support@mentorcanada.ca)) to book a video call session if you would prefer to troubleshoot any issues together.

## Standard Support Hours

### Working Hours:

9am -5pm E.T.

### Working Days:

Monday to Friday

### Outside these hours, weekends, and statutory holidays:

Mentor Canada will respond to urgent matters concerning Total System Failure/Outage where Users (Members + Administrators) are unable to access the site and/or use the mobile application.

Please include '**URGENT**' in your email subject line if your issue falls within the purview of the aforementioned issue.

# Issue Logging & Support Guide

## Required Information & Documentation to Log Member Issues

- Request for an **in-depth description of the issue** that the member is facing. This should include:
  - A detailed description of all steps taken prior to experiencing the issue.
  - Environment: The environment constitutes of the member's
    - Computer Operating System version.
    - Browser type & version.
    - Mobile type (smart phone or tablet).
    - PC type (desktop or laptop).

Please ensure that the inquirer is using the latest version of these systems. Here are links providing information on how to determine the latest versions:



Windows, Mac, iOS, and Android devices [Find OS Version](#).  
Chrome, Safari, Edge [Browser Version](#).

- **Supplementary files:** The member is required to send a screenshot of the error message and/or make a screen recording (we recommend using Loom - a free screen recording software) of all steps they have taken starting from login and ending at the issue they are facing.



Supplementary files are essential as they serve as the most reliable information source and provide the clearest account of what occurred.

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## Support Guide for Program Administrators

Administrators should attempt reproducing the member's reported error. If the administrators are unable to reproduce the error by following the member's description, they should schedule time with the member to work directly with them to reproduce the error. An error which cannot be clearly demonstrated cannot be addressed.

Mentor Canada recommends that the administrator provides support through a video call with the member for more complex issues that require visual guidance.



Please note that it is the initial responsibility of the administrator to attempt to resolve member issues that might occur on the platform.

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## Issue Escalation Process

If Administrator is unsuccessful at resolving the issue, please contact Mentor Canada's technical support team for further assistance.

When escalating to Mentor Canada, please include:

- All information the member provided regarding the issue.
- Your findings as well as your resolution attempts.
- Attach all supplementary files.




Providing this information is important as it helps reduce the number of communication exchanges, will speed up work towards a possible resolution, and increases the likelihood of finding a solution.

# Troubleshooting Guide

The troubleshooting process provided below is a sample guide that Program Administrators can use to gather information from members in order to allow you to easily self-troubleshoot platform issues and/or escalate to Mentor Canada's support team if needed.

- Organization name.
- Program name.
- Reporting an issue that occurred with:
  - Myself (provide Program Administrator name & email address).
  - Mentor/Mentee (provide member's name & email address).
  - A Group (provide group's name).
  - Both myself and mentor/mentee (provide all names & email addresses).
- Reporting member's role (Administrator, Mentor, or Mentee).
- Brief description of the section in MentorCity where the issue occurred i.e.
  - While attempting to book a meeting.
  - During a meeting.
  - While attempting to join a meeting.
  - While attempting to find/make a match.
  - While logging into the platform.
  - Courses section.
  - User profile.
  - Relationship Message/Chat.
- What type of issue occurred? E.g., Audio, video, login error, missing course images, unresponsive button/link/function.
- Was an error message received? If yes, please attach a screenshot of the message.
- Detailed description of the issue explaining all steps taken prior to the error/issue.

For added clarity, a screen recording using [Loom Screen Recorder](#) can also be shared if visual guidance might aid with comprehension more effectively than providing a lengthy textual description of all the preceding steps.
- Through which medium was the platform accessed? e.g.: the Mobile App, desktop browser, mobile browser?
- Which web browser was used to access the platform? Safari/Chrome/Edge.

 Note that these are the only accepted browsers on MentorCity.
- Which Operating System (OS) is in use? iOS, Android, macOS, Windows, Chromebook, etc.
- Are both systems (OS & browser) updated to the latest version?
- Please provide any additional information that could assist in resolving the issue, such as, your resolution attempts as Administrator, the frequency of issue reports, and additional supplementary files i.e. screenshots.

# Troubleshooting Flowchart

Please follow this link for a visual guidance of the Support Process: [MentorCity Support Process \(FR & EN\) - PDF.pdf](#).

# Glossary

Term	Description
Members	These are the youth and volunteers who are registered to your program and have access to the MentorCity platform.
Browser	This is the application that is used to browse the internet. E.g.: Google Chrome, Microsoft Edge, Safari, etc.
Mobile Browser	This is the mobile based version for web browsers.
Operating System (OS)	The OS is what manages your computer's functions. E.g.: Windows OS, iOS (Apple OS), Linux OS, etc.
Supplementary files	This is useful data that provides background information and additional support information to expand on reported issues.