

Support Mediums & Hours

Support Mediums

Support Centre:

[Mentor Canada's Support & Training Centre](#)



Email:

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) 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.

🔄Revision #10

★Created Thu, Jun 16, 2022 4:35 PM by Turie Emakpore

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