

# 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.

---

🔄Revision #10

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

✍Updated Thu, Mar 21, 2024 7:16 PM by Guest