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.

  ℹ️ 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.