Mentors & Mentees Onboarding Essentials

> ✅ **This article aims to provide support for the training and onboarding of mentors and mentees in the virtual mentoring platform. Feel free to share this article and the included attachment with mentors and mentees who will join your program on the virtual mentoring platform.**

CLICK HERE to download the Mentors & Mentees Onboarding Essentials Handout.

---

1. Register & Download the Mobile App
2. Login
3. Complete Your Profile
4. Set Your Availability
5. Get familiar with the different sections of the platform
6. Once you have been matched, review your mentorship match profile
7. Book your First Mentoring Meeting
8. Complete the Mentoring Agreement
9. Establish Goals for your Mentorship
10. Connect & Communicate Regularly

---

1 - Register & Download the Mobile App

The program administrator will invite you to join their program on the virtual mentoring platform using one of the two following methods:

1. **Invitation Link:** Click the invitation link provided by the program administrator to register.
2. **MentorCity Email:** Click the link in the MentorCity email and connect using the credentials provided.

Download the MentorCity App on the App Store 🅰️ or Google Play ▶️
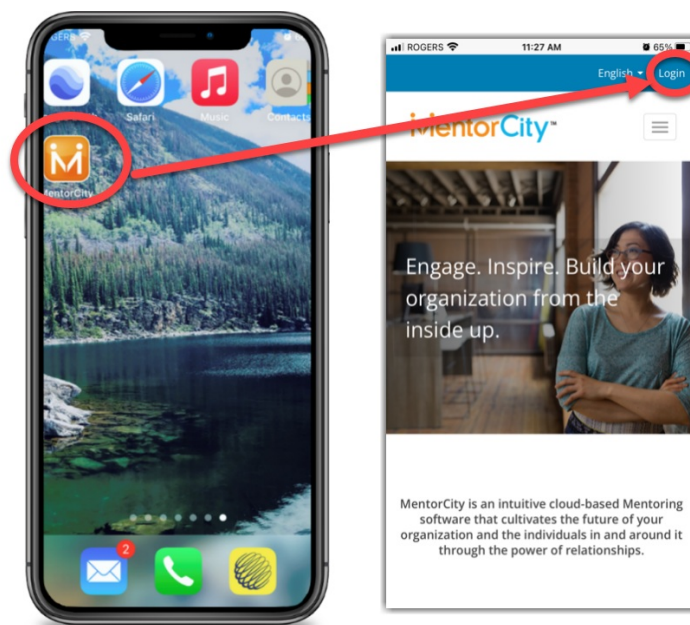
Look for this logo when searching for the mobile app :

---

2 - Login

To connect to the platform visit:

- **Desktop/Browser App:** https://ementor.mentoringcanada.ca/en/sign_in
  Bookmark this link so that you can easily connect to the platform going forward.

- **Mobile/Tablet App:** Click the MentorCity logo on your mobile device and click "Login" in the top-right hand corner.
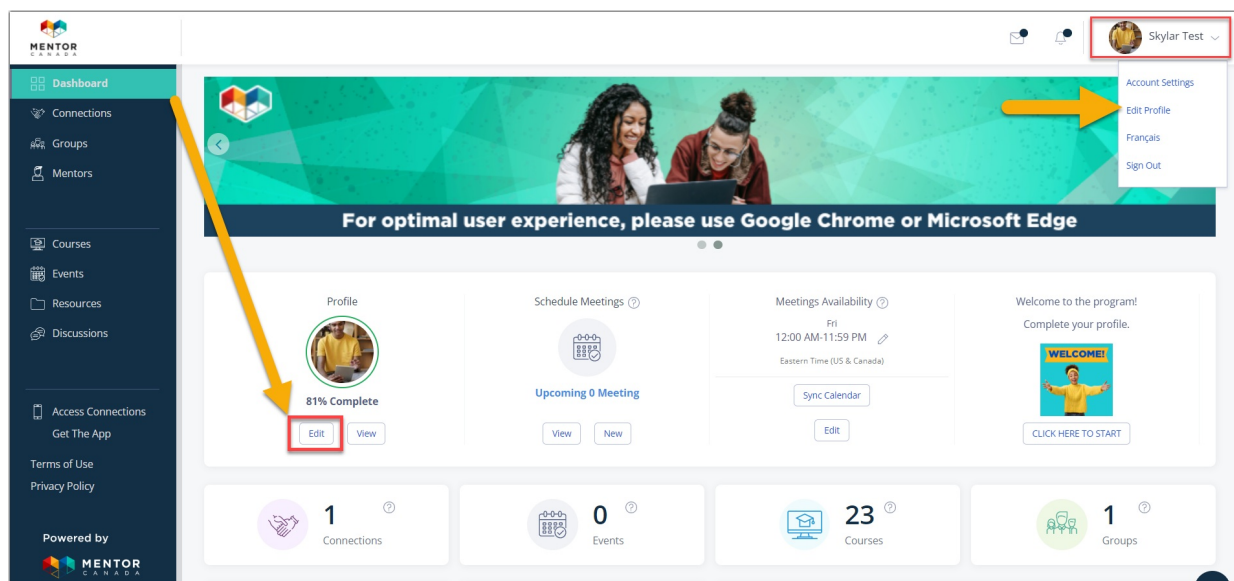
3 - Complete Your Profile

Complete your profile at 100% to ensure you are match with the most compatible person.

- Click your name in the top right-hand corner to bring up a drop-down menu. Click *Edit Profile*.

OR

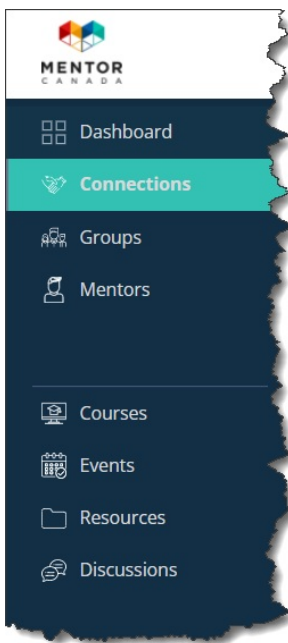- If a profile shortcut is provided by your program on the Dashboard, click `Edit` on the profile shortcut.
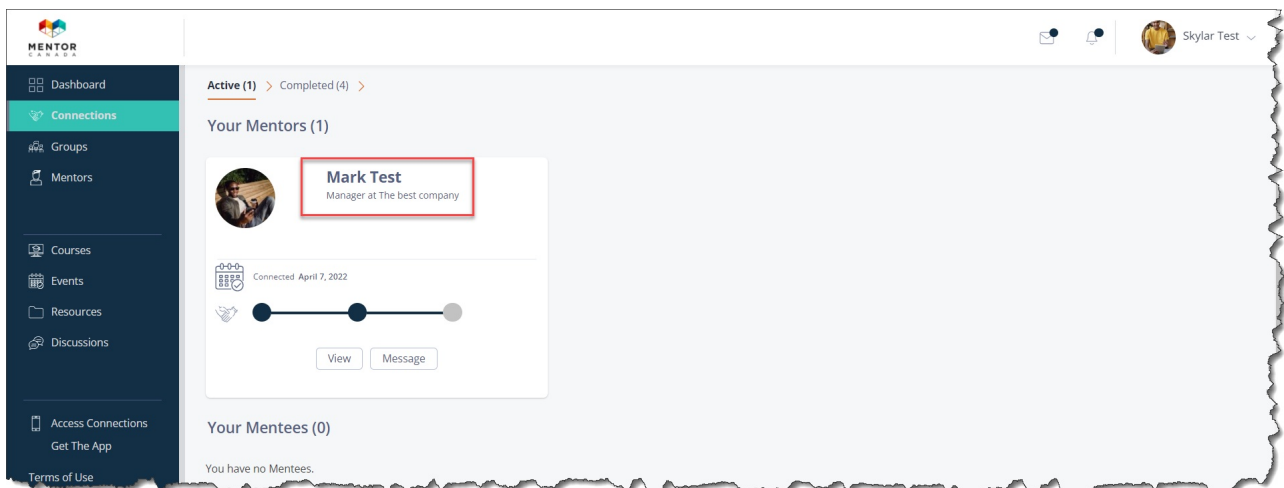
4 - Set Your Availability

It is important that you set up your availability to ensure that you and your mentoring match are able to book meetings at days and times that works for both of you. It is possible to set up your availability from the Connections tab or from the Dashboard.

Connections

1. Click *Connections*

2. Click on your mentoring match name

3. Find the "Meeting Availability" widget on the first row of the relationship dashboard and click `Edit` or the pen icon.

Mark Test

💼 Manager at The best company

📹 ✉️

Meetings Availability ？
Thu
12:00 AM-11:59 PM ✏️
Eastern Time (US & Canada)

Sync Calendar

Edit

Number of Meetings ？

− **0** +
Meeting

Schedule Meetings ？

📅✓

Upcoming 0 Meeting

View   New

You

Next S

1
Ser
an
par

2
Mer

3
Agre

4
You

5
nee
to

✏️ Notes

🏅 Program Evaluation

⚗️ Goals

---

4. Select your time zone.

5. Enter your availability window for each day of the week.

6. If you are completely unavailable for a day of the week, uncheck the box under the "Available" column for that specific day.

7. *Optional:* Click `Sync Calendar` to sync your Outlook or Google Calendar and reflect additional availability.

8. Click `Save`

< Back ⊗

Select the days and times that you are typically available for mentoring meetings.

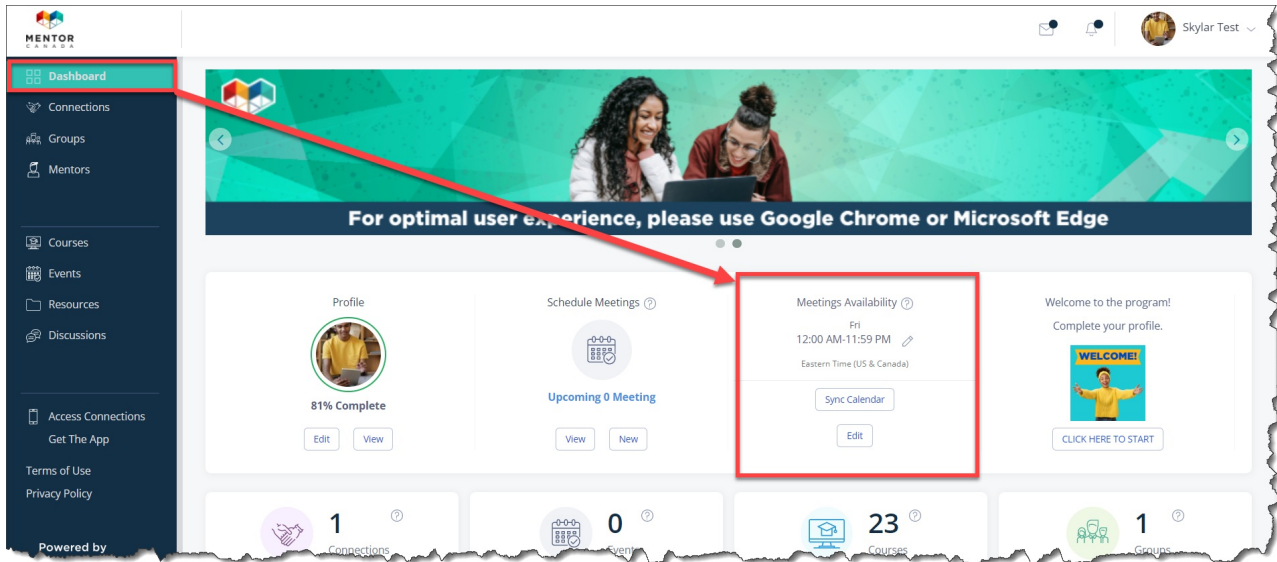**Your timezone is set to** (GMT-05:00) Eastern Time (US & Canada) ▼ **4**   Sync Calendar **7**

Available

☐ **6** Sunday | Unavailable

☑ Monday | From | 10:00 AM ▼ | To | 08:00 PM ▼

☑ Tuesday | From | 11:00 AM ▼ | To | 09:00 PM ▼

5

☑ Wednesday | From | 10:00 AM ▼ | To | 08:00 PM ▼

☑ Thursday | From | 12:00 PM ▼ | To | 07:00 PM ▼

☑ Friday | From | 8:00 AM ▼ | To | 08:00 PM ▼
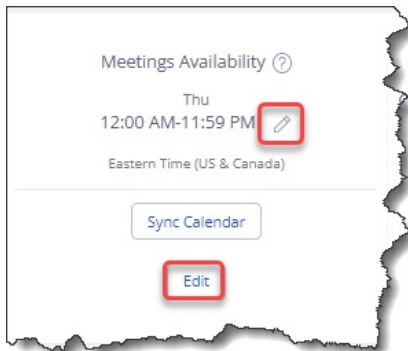
☑ Saturday | From | 7:00 AM ▼ | To | 09:00 PM ▼

Cancel   **Save**
8

Dashboard

You can set up your availability from the Dashboard as long as your program provided you with a *Meetings Availability* shortcut. If provided, the *Meetings Availability* shortcut can be located anywhere on the first row of your Dashboard.

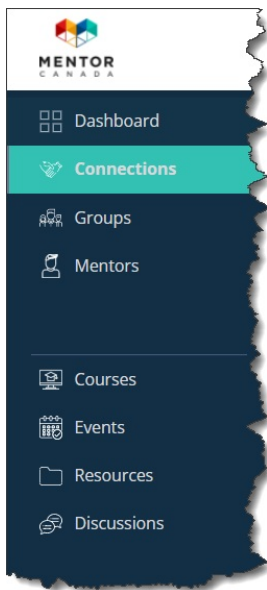**1.** Click `Edit` or the pen icon under the *Meetings Availability* shortcut.

2. Select your time zone.

3. Enter your availability window for each day of the week.

4. If you are completely unavailable for a day of the week, uncheck the box under the "Available" column for that specific day.

5. *Optional:* Click `Sync Calendar` to sync your Outlook or Google Calendar and reflect additional availability.

6. Click `Save`

< Back

Select the days and times that you are typically available for mentoring meetings.

Your timezone is set to   (GMT-05:00) Eastern Time (US & Canada) ▼ **2**   Sync Calendar
                                                                                                    5

Available

☐ **4**   Sunday   Unavailable

☑   Monday   From   10:00 AM ▼   To   08:00 PM ▼

☑   Tuesday   From   11:00 AM ▼   To   09:00 PM ▼

                            3

☑   Wednesday   From   10:00 AM ▼   To   08:00 PM ▼

☑   Thursday   From   12:00 PM ▼   To   07:00 PM ▼

☑   Friday   From   8:00 AM   ▼   To   08:00 PM ▼

☑   Saturday   From   7:00 AM   ▼   To   09:00 PM ▼

                                    Cancel   **Save**
                                                      6

---

5 - Get familiar with the different sections of the platform

Visit the Dashboard, Courses, Events, Resources & Discussions sections to learn more about what your program has to offer.
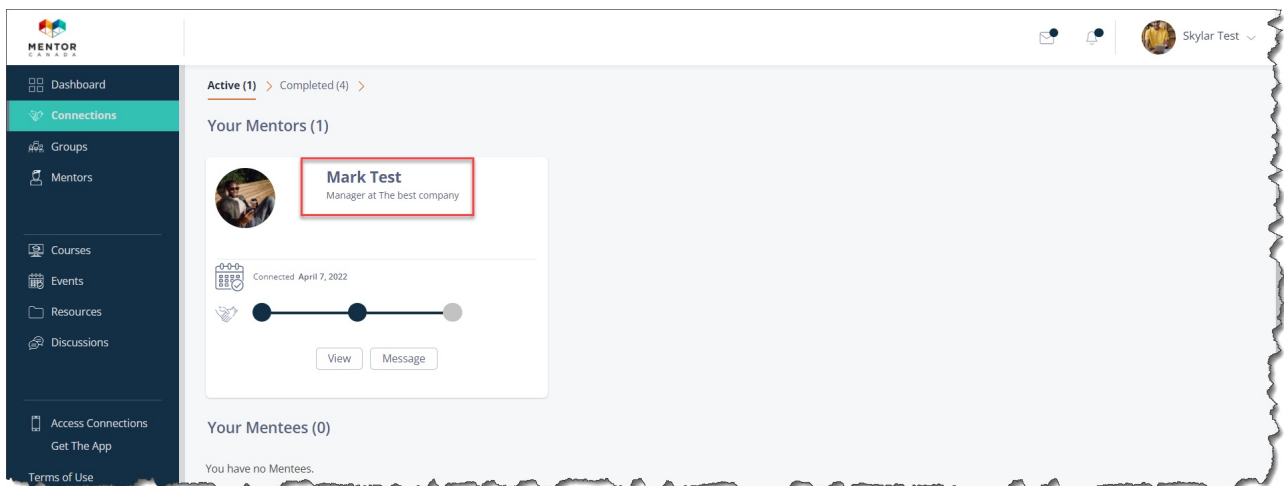
6 - Once you have been matched, review your mentorship match profile

Your program will either match you with a mentor or mentee or allow you to self-initiate a match. This information will be provided by the program administrator. Nonetheless, once you have been matched, it is recommended to review your mentoring match profile prior to your first meeting.
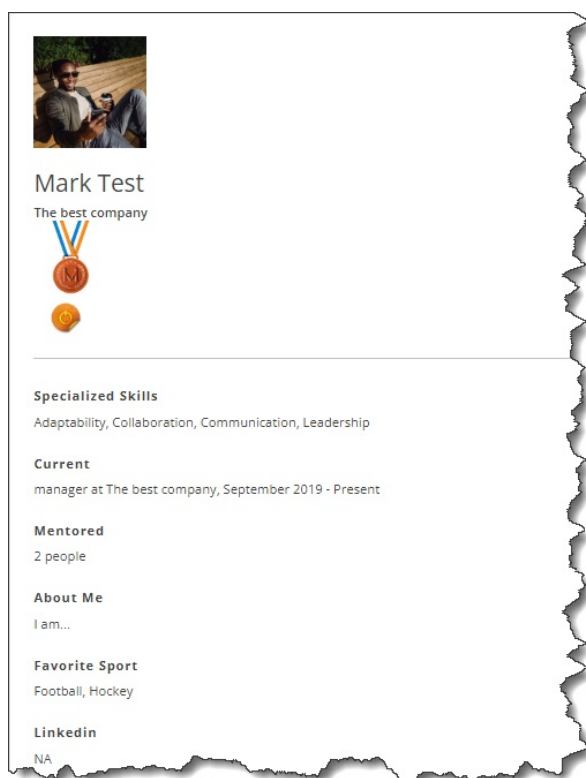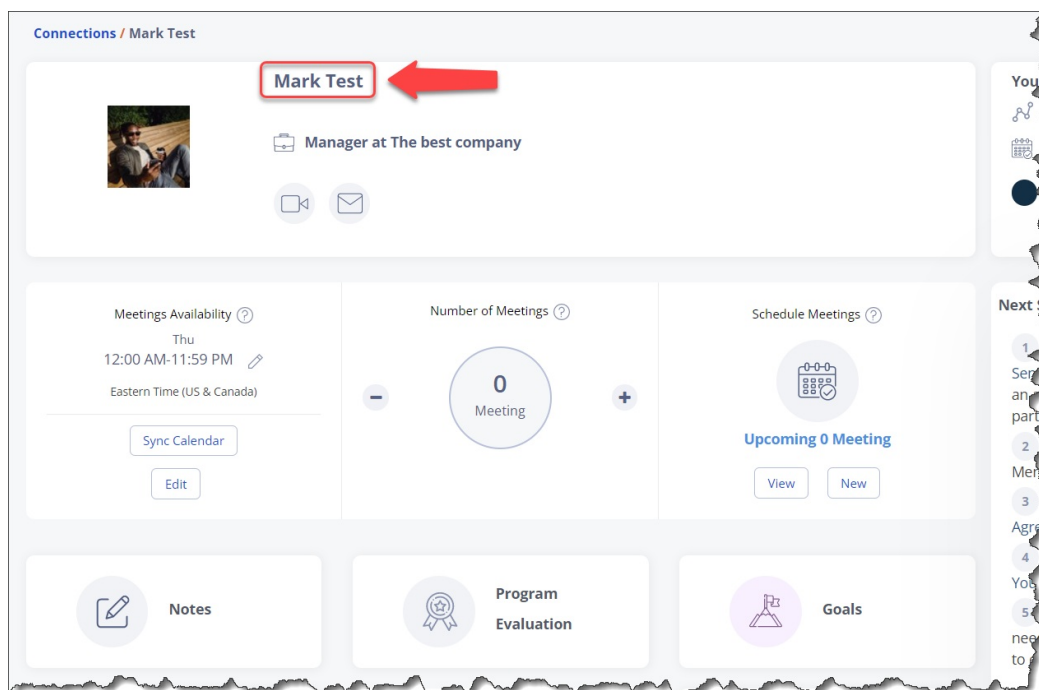
1. Click *Connections.*

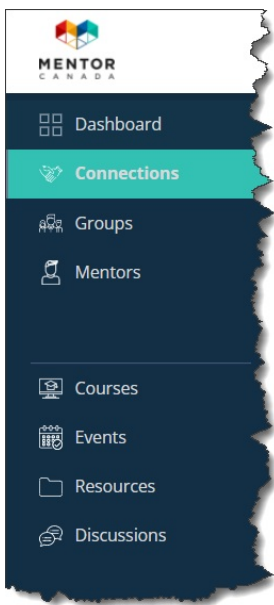**2.** Click the name of your mentoring match.

3. Click *their name*.

Mark Test

Manager at The best company

Meetings Availability ?
Thu
12:00 AM-11:59 PM ✎
Eastern Time (US & Canada)

Sync Calendar

Edit

Number of Meetings ?

0
Meeting

− +

Schedule Meetings ?

Upcoming 0 Meeting

View   New

Notes

Program Evaluation

Goals

You

Next S

1
Se
an
par

2
Me

3
Agr

4
You

5
nee
to

Mark Test

The best company

Specialized Skills
Adaptability, Collaboration, Communication, Leadership

Current
manager at The best company, September 2019 - Present

Mentored
2 people

About Me
I am...

Favorite Sport
Football, Hockey

Linkedin
NA

---

7 - Book your First Mentoring Meeting

It is possible to book meetings from the Connections tab or from the Dashboard.

Connections

1. Click *Connections*

2. Click on your mentoring match name

3. Click `New` under the *Schedule Meetings* widget which can be located anywhere on the first row of the dashboard.

4. Select a meeting duration

5. Select the name of your mentoring match from the drop-down menu

6. Select a meeting type from the drop-down menu. The meeting types offered may vary based on your program policies.

7. Select a date and time slot from the calendar

8. Click `Send Request`

Dashboard

You can book meetings from the Dashboard as long as your program provided you with a *Schedule Meetings* shortcut. If provided, the *Schedule Meetings* shortcut can be located anywhere on the first row of your Dashboard.

1. Click `New` under the *Schedule Meetings* dashboard shortcut

2. Select a meeting duration

3. Select the name of your mentoring match from the drop-down menu

4. Select a meeting type from the drop-down menu. The meeting types offered may vary based on your program policies.

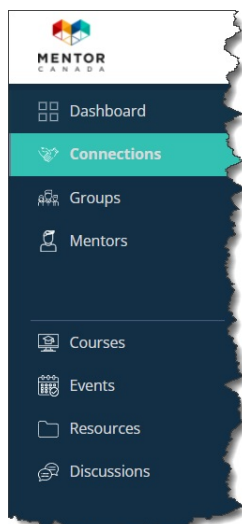**5.** Select a date and time slot from the calendar

6. Click `Send Request`
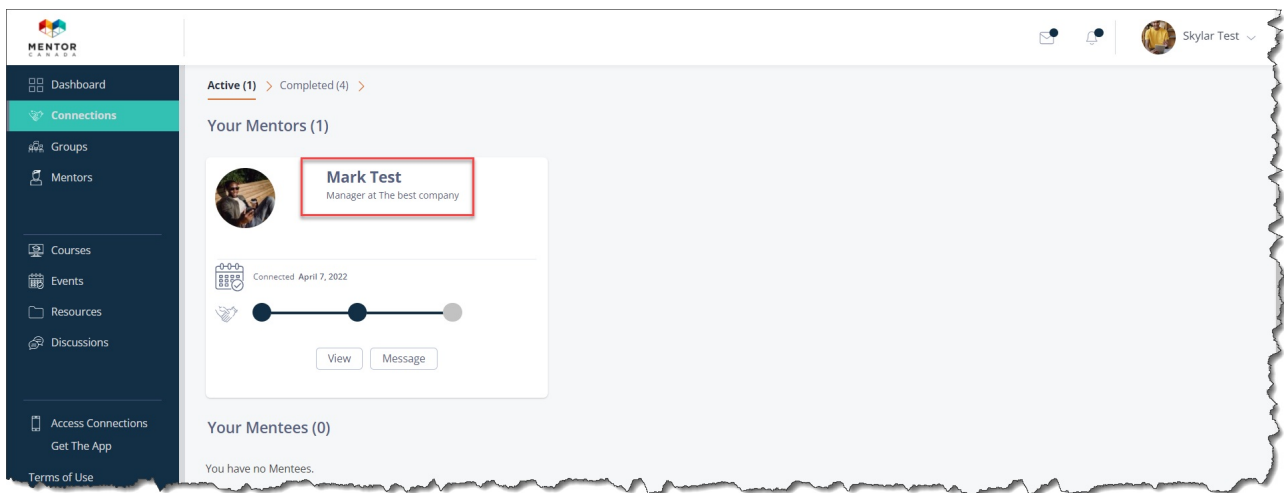
8 - Complete the Mentoring Agreement

It is important to complete a mentoring agreement at the start of the mentoring relationship. The mentoring agreement sets the mentorship expectations such as the frequency of the meetings, how to handle cancellations, confidentiality etc...
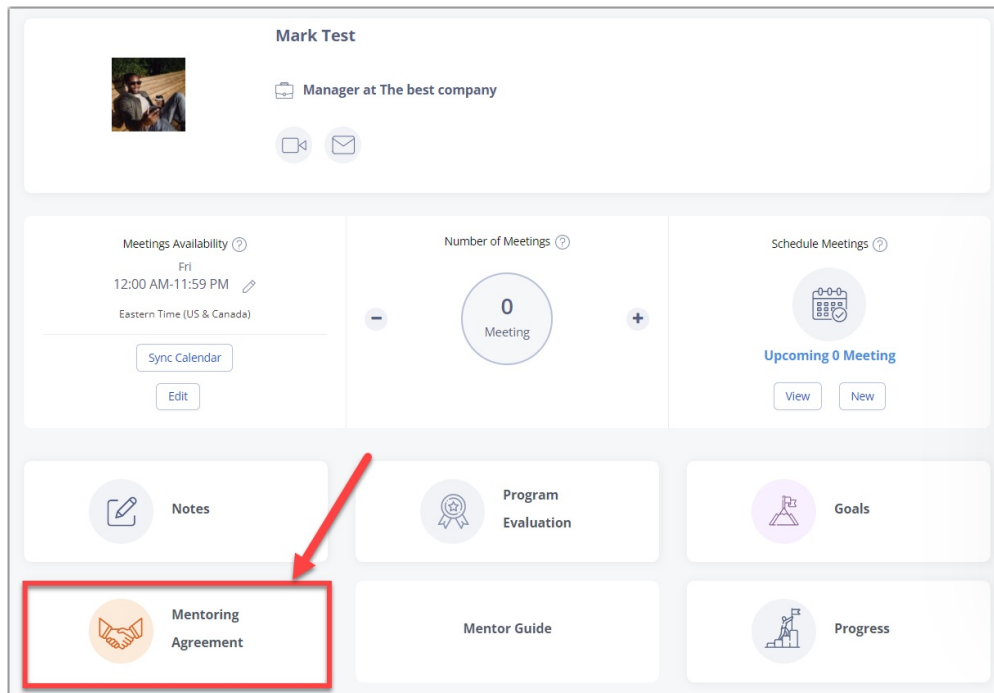
Connections

1. Click *Connections*

2. Click on your mentoring match name

3. Click `Mentoring Agreement` on the relationship dashboard which can be located anywhere on the second or third row of the dashboard.

4. Complete each section of the mentoring agreement. As long as one person in the mentorship completes it, the answers will be captured on their mentoring match profile as well.

Mentoring Agreement

Frequency of meetings - Would you like to meet weekly, biweekly, or monthly?

| Weekly | Bi-Weekly | Monthly | As needed |

Availability - What days and times typically work for each of you to meet?

Time of meetings - Will your meetings be 15 minutes, 30 minutes, 45 minutes or 60 minutes in length?

| 15 minutes | 30 minutes | 45 minutes | 60 minutes |

Confidentiality - Discuss how confidential information will be handled.

Additional Information - Add any other items discussed for this relationship.

5. Click `Submit`

Meeting Formats - How would you like to meet? Would you like to have some meetings in-person and some over the phone?

Agendas - Will the mentee submit an agenda prior to the meeting? The agenda can include updates, specific discussion topic(s), action items and setting the next meeting date and format.

Cancellations - What is the best way to notify each other in case a meeting needs to be postponed? Will you use MentorCity messages to notify each other of changes?

Length of relationship - How long are both of you willing to commit to this relationship? Some formal relationships can be as short as one month and as long as one year. Please note that for some mentoring programs they will specify the length of the relationship (e.g. 6 months).

Ongoing	1 month	2 months	3 months	4 months
5 months	6 months	7 months	8 months	9 months
10 months	11 months	12 months	Ongoing	

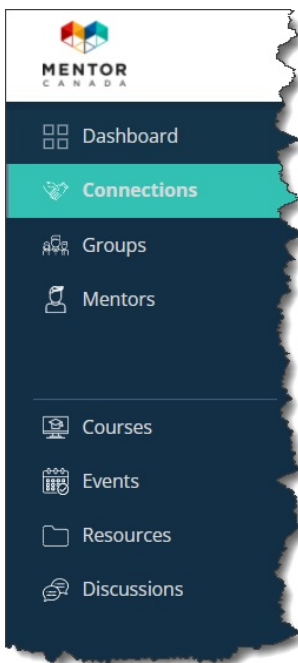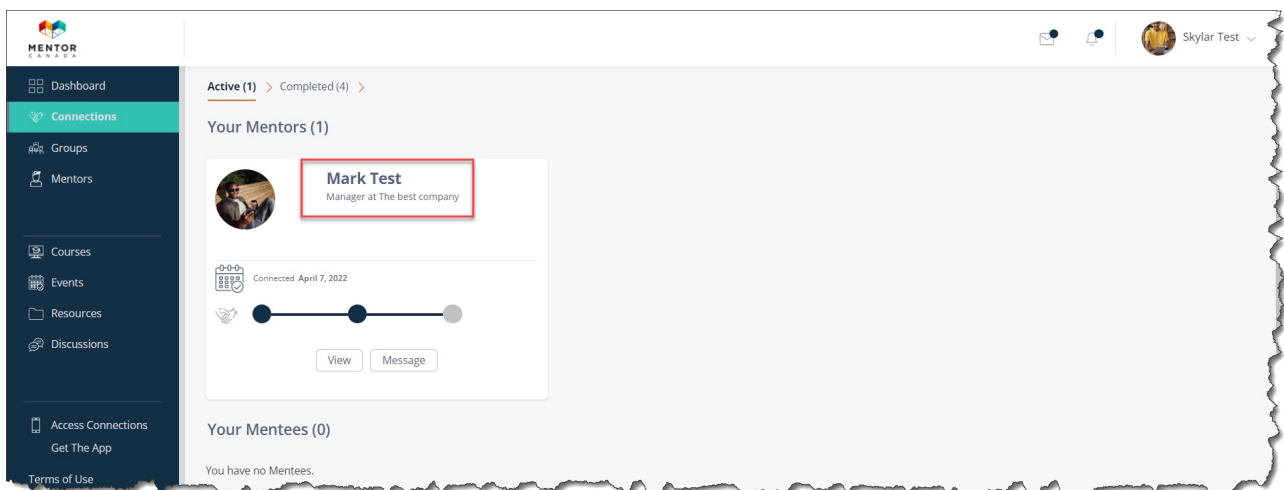| Cancel | Submit |

9 - Establish Goals for your Mentorship

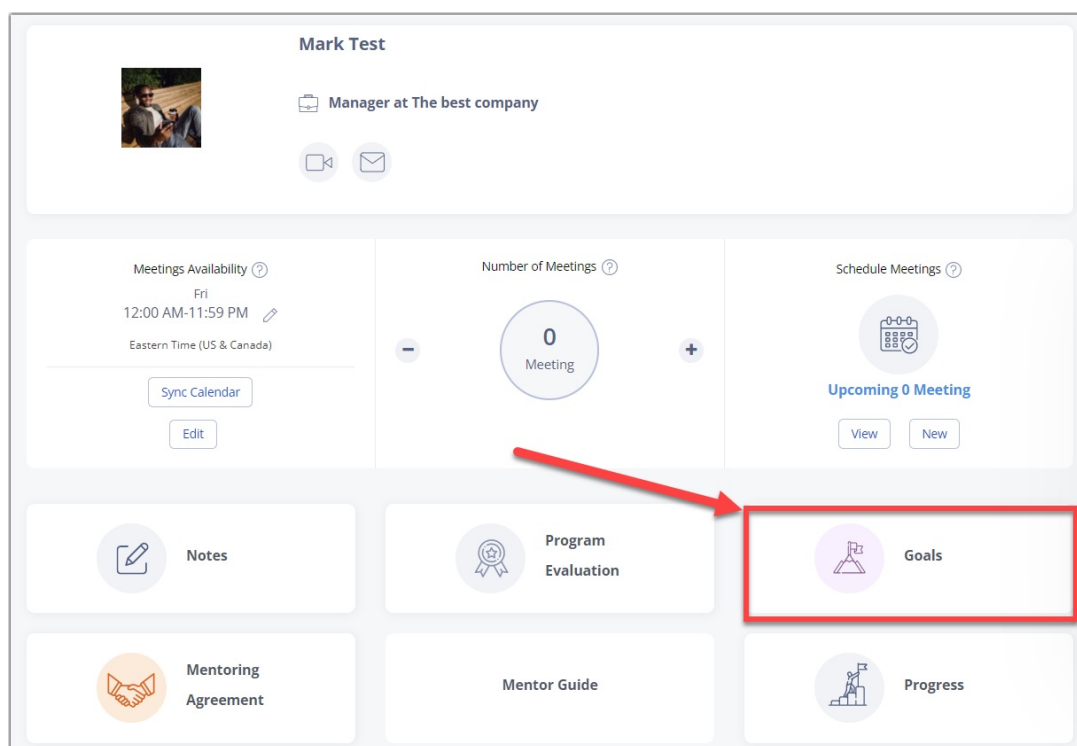It is possible to establish goals from the Connections tab or from the Dashboard.

Connections

1. Click *Connections*

2. Click on your mentoring match name

3. Click `Goals` on the relationship dashboard which can be located anywhere on the second or third row of the dashboard.

4. Enter your goal

5. *Optional:* Enter a due date

6. *Optional:* Enter a subgoal and due date for the subgoal.

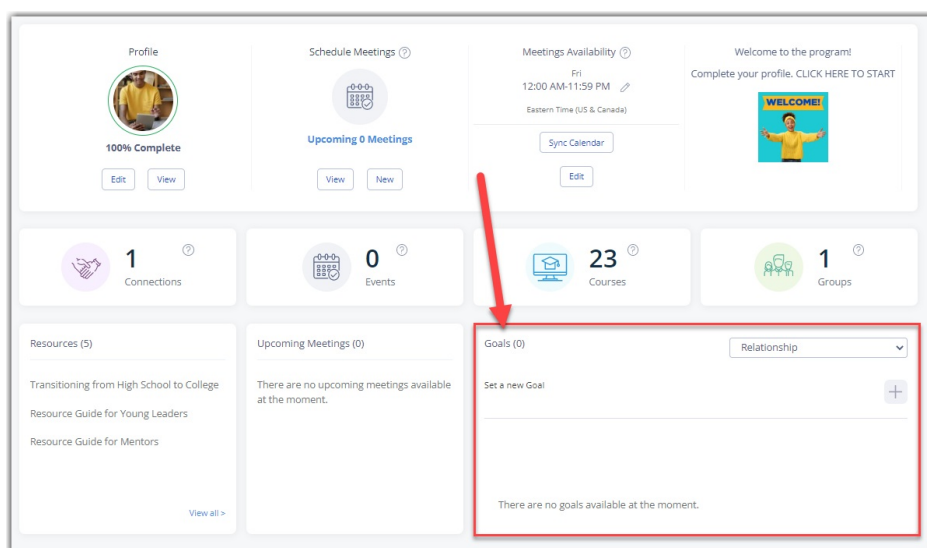**7.** *Optional:* Select a priority for this goal.

8. Click `Save`

Dashboard
You can establish goals from the Dashboard as long as your program provided you with a *Goals* shortcut. If provided, the *Goals* shortcut can be located anywhere on the third row of your Dashboard.

1. Click `+` under the *GOALS* dashboard shortcut

2. Indicate if the goal is personal (only you can see it) or within the mentorship by selecting the name of your mentoring match from the drop-down list. This is something you can only do when establishing goals from the Dashboard.

3. Enter your goal

4. *Optional:* Enter a due date

5. *Optional:* Enter a subgoal and due date for the subgoal.

6. *Optional:* Select a priority for this goal.

7. Click Save

10 - Connect & Communicate Regularly

The system will send you email notifications and/or mobile notifications when there are new activities on the platform.
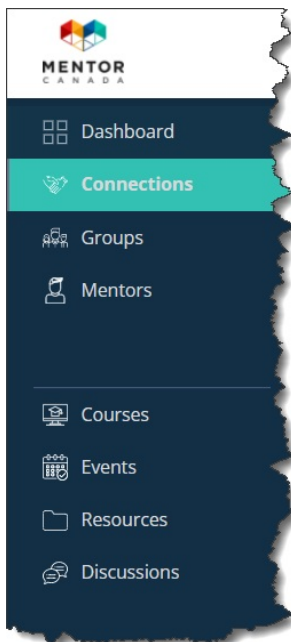
However, don't forget to connect to the platform regularly to respond to your mentor or mentee's message and accept their meeting invitations.
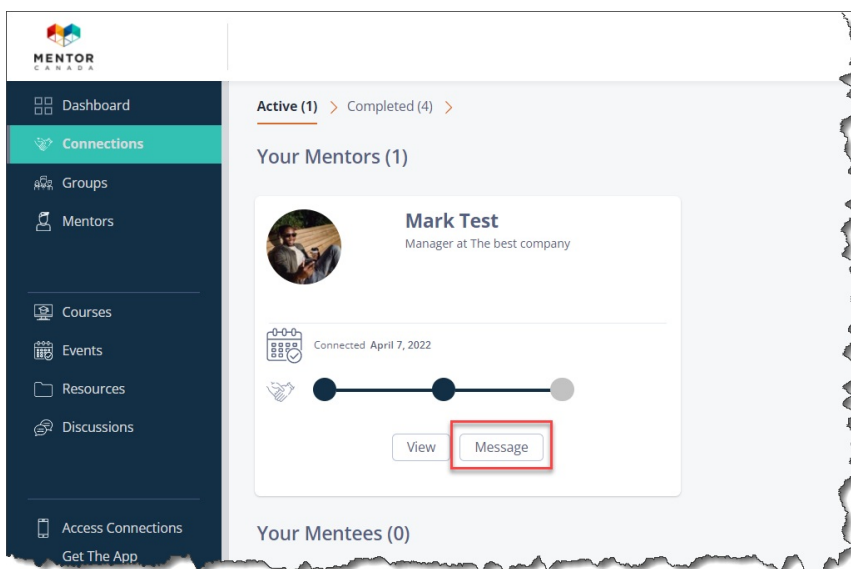
Make sure you communicate on a regular basis with with your mentoring match using the *Send Message* feature.
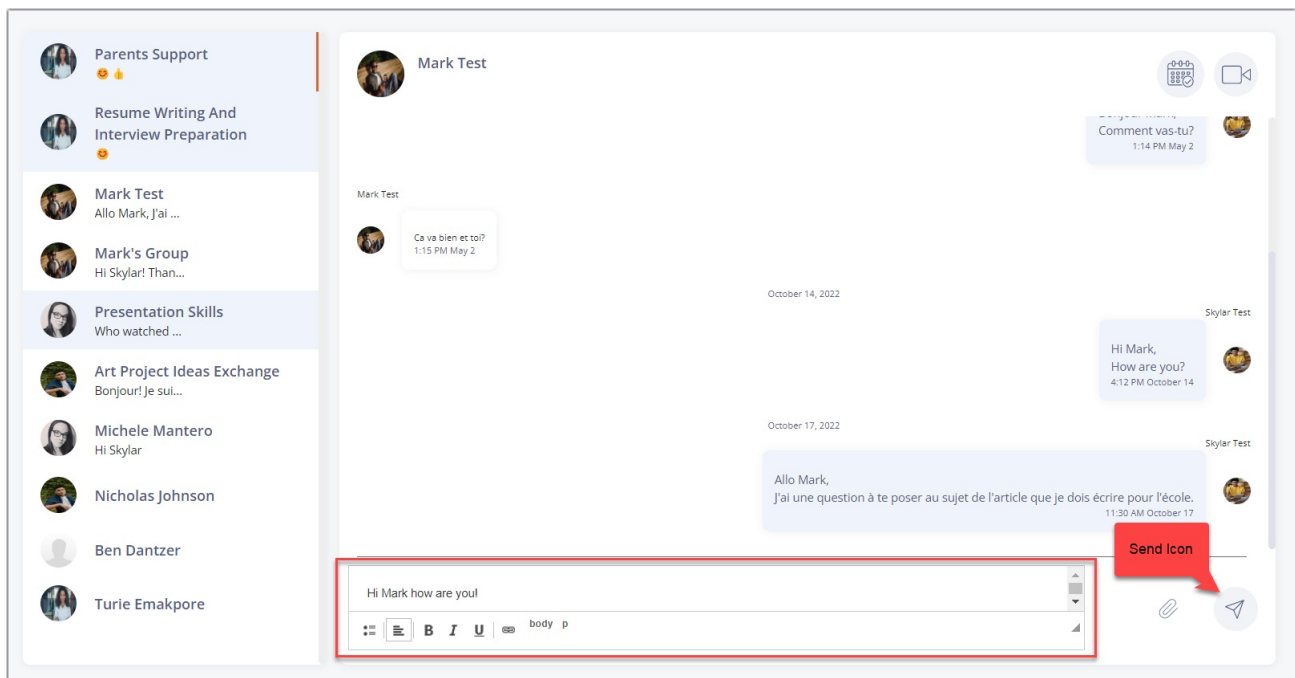
Send a Message

1. Click *Connections*

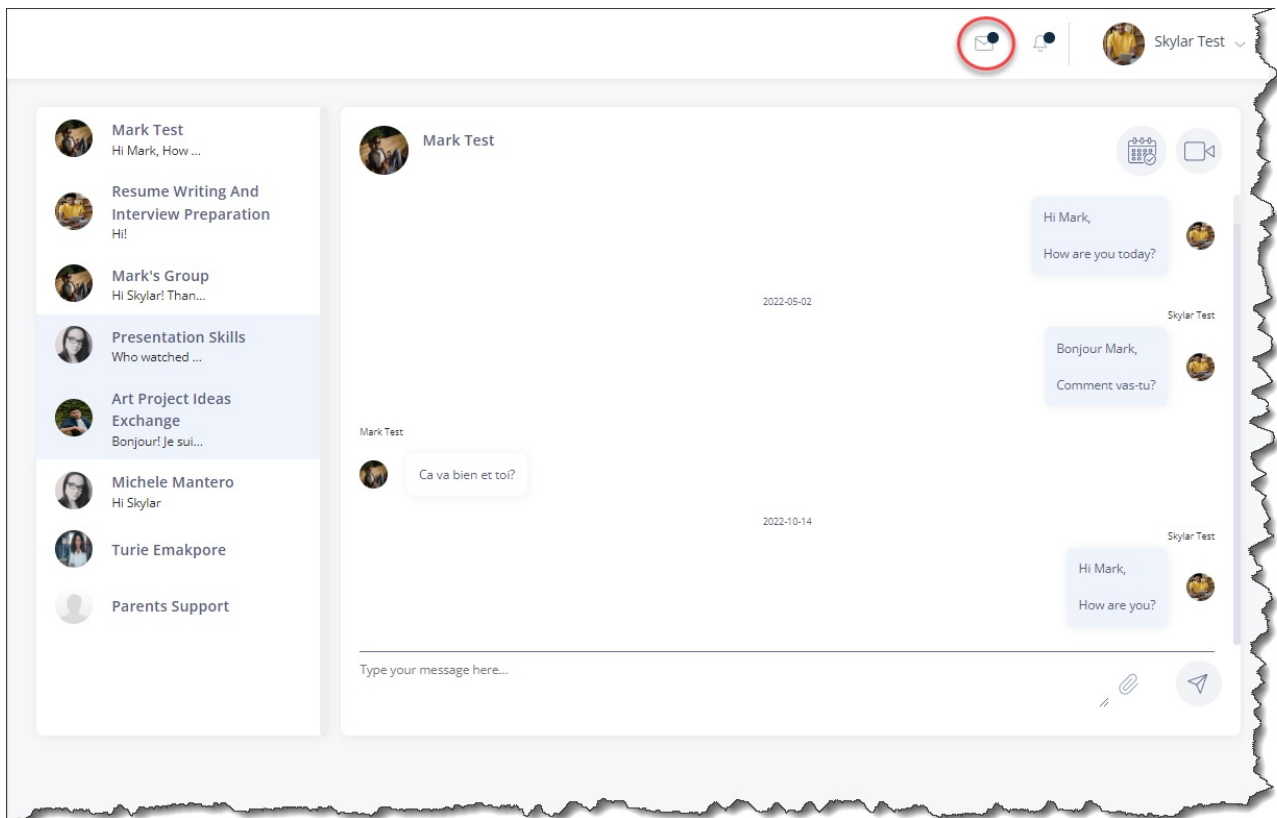**2.** Click `Message` under your mentoring match name.

3. Write your message and click the send icon.

View all Communications

To view all messages and communications received from different areas of the platform (private messages, groups and discussion posts) click on the envelop icon at the top of the page. You can also respond to messages from here.

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