

Community of Practice

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About the Community of Practice

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What is a Community of Practice?

Mentor Canada convenes and facilitates the only National Community of Practice on Mentoring in Canada. This unique environment engages a community of mentoring professionals with one common goal: supporting each other and young people through impactful mentoring opportunities. The Community of Practice offers highly focused discussions, critical insights from subject matter experts (researchers and practitioners), and helpful evidence-based mentoring resources. The Community of Practice will strengthen the mentoring ecosystem in Canada, build networks, provide a forum for the latest mentoring evidence and insights, and provide access to exclusive content.

If you are invested and interested in mentoring, you can join this community! The community is open to a diverse group of professionals who want to deepen their knowledge and sharpen their skills.



Some Examples of Potential Members:

- Mentoring Practitioners
- Mentoring Programs and Service Providers
- Community and Youth-Serving Organizations
- Mentoring Researchers
- Mentoring Ambassadors and Champions
- Educational Institutions
- Youth Employment Organizations
- Private Sector Offering Mentoring Opportunities
- Governments with Mentoring Mandates
- Funders of Mentoring Programs and Initiatives
- Mentoring Program Grantees



[CLICK HERE](#) to access and download a bundle of 3 concise training references that provide quick and easy-to-digest information. This bundle includes a condensed version of the following user guide.

NEXT

Access the Community of Practice

- [Join the Community of Practice Today!](#)

Join the Community of Practice Today!

- ✓ **The National Community of Practice is a valuable resource for anyone involved in mentoring. It provides access to expert advice, best practices, and peer support. If you're interested in signing up for this community, follow these simple steps:**

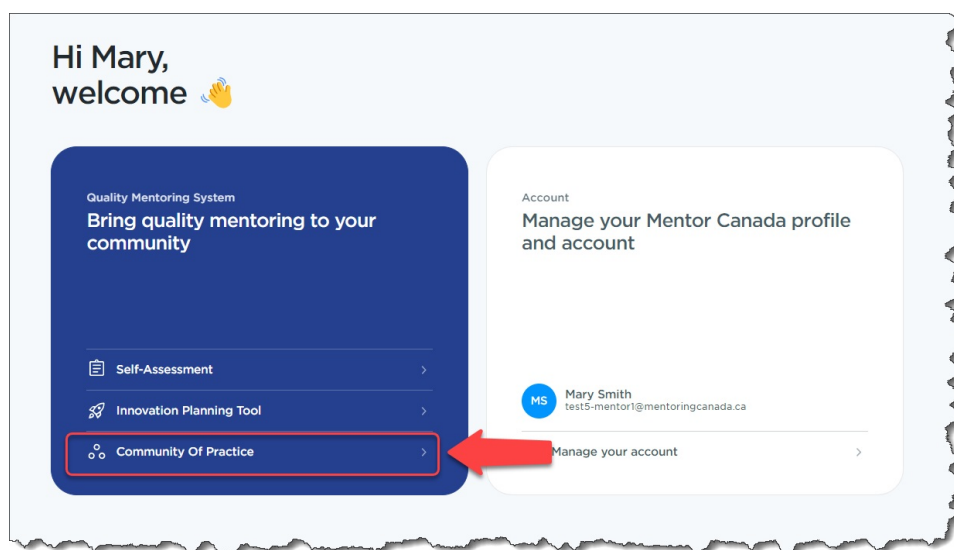


- **CLICK HERE** to access and download a bundle of 3 concise training references that provide quick and easy-to-digest information. This bundle includes a condensed version of the following user guide.

- Go to qualitymentoring.ca or **scan the QR code** on this document. This is the website for the *Quality Mentoring System*.
- Look at the top right-hand corner of the page. You'll see a button that says "**Sign in.**" Click on this button.



- If you already have an account, enter your login details, and click "**Sign in.**" If you don't have an account yet, click on "**Create an account**". Read the [Get Started and Create an Account](#) article to learn more or follow the instructions on the screen.
- After completing the registration process, you will be brought to your *Quality Mentoring System* dashboard. Click the "**Community of Practice**" option from the dashboard.



- You will be prompted to **fill out a short form** to enter a few **details about your program and organization**. If you do not have a program, simply type, or select "n/a" in the fields. Be sure to read and agree to the terms of use and privacy policy.

Get started with the Quality Mentoring System

Begin by entering a few details about your program and organization

- Once you've completed the form, click on the "**Continue**" button.

☒ I accept the Data Usage and Privacy Guidelines

Consult the [Data Usage and Privacy Guidelines](#)

Continue

NEXT

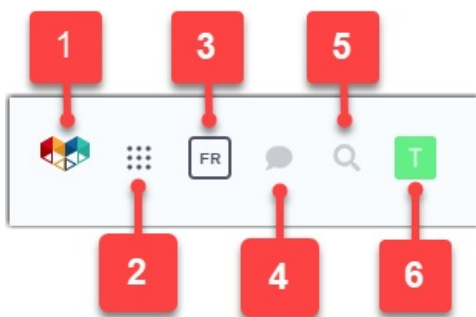
Home Page: A Quick Tour

- [Explore the Community of Practice Page Header](#)
 - [Quality Mentoring System Logo](#)
- [Centre of the Page](#)
 - [Search Box](#)
 - [Sections](#)
 - [Using the Left-Hand Menu](#)



Congratulations, you're now a member of the National Community of Practice! To help you get started, this article provides a tour of the community of practice home page. The home page is your gateway to all the resources and tools available to you, and understanding its features and functions will help you make the most of your membership. So, let's get started!

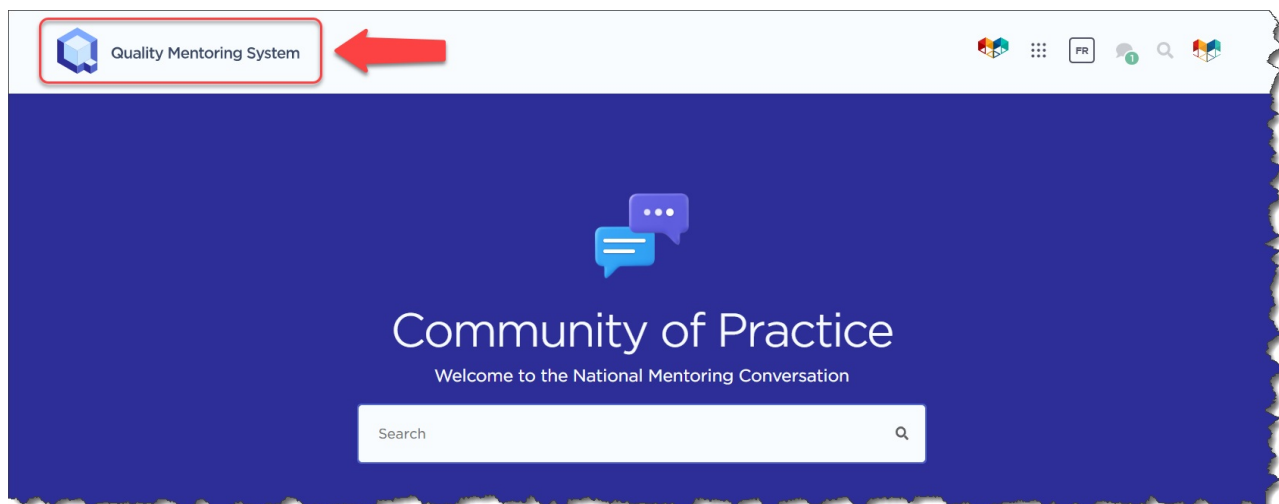
Explore the Community of Practice Page Header



1. **Mentor Canada Logo:** Click the logo to visit the Mentor Canada website.
2. **App Launcher:** Switch effortlessly between different Quality Mentoring System components.
3. **Language:** Toggle between English and French with the language button.
4. **Chat:** Start a conversation with other users using the chat feature.
5. **Search:** Search the community posts and topics to quickly find what you're looking for.
6. **Account:** Access your user account and log out.

Quality Mentoring System Logo

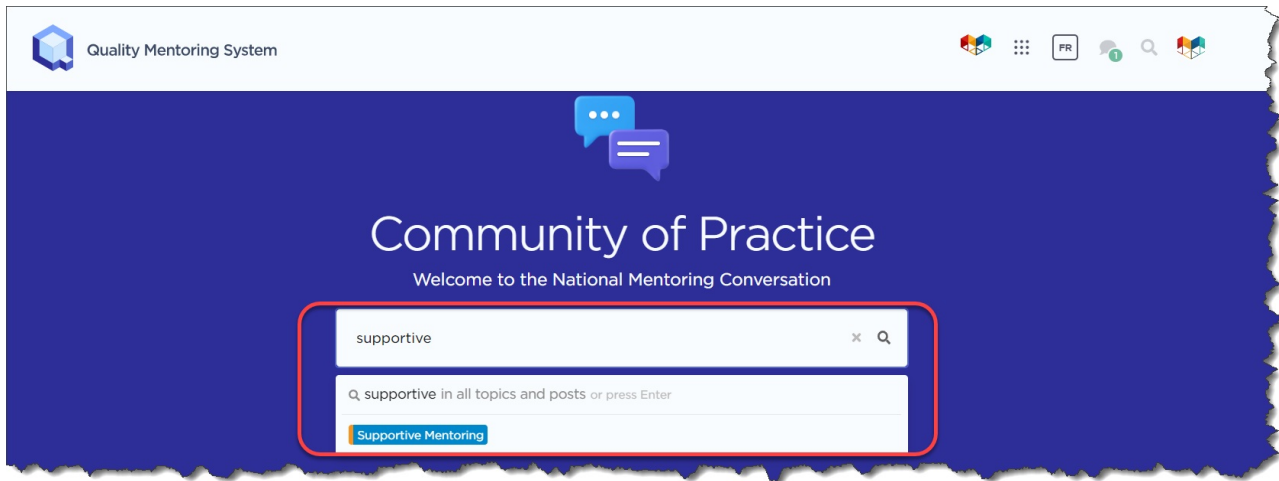
No matter where you are on the community of practice platform, simply click the Quality Mentoring Systems logo to return to the community of practice home page.



Centre of the Page

[Search Box](#)

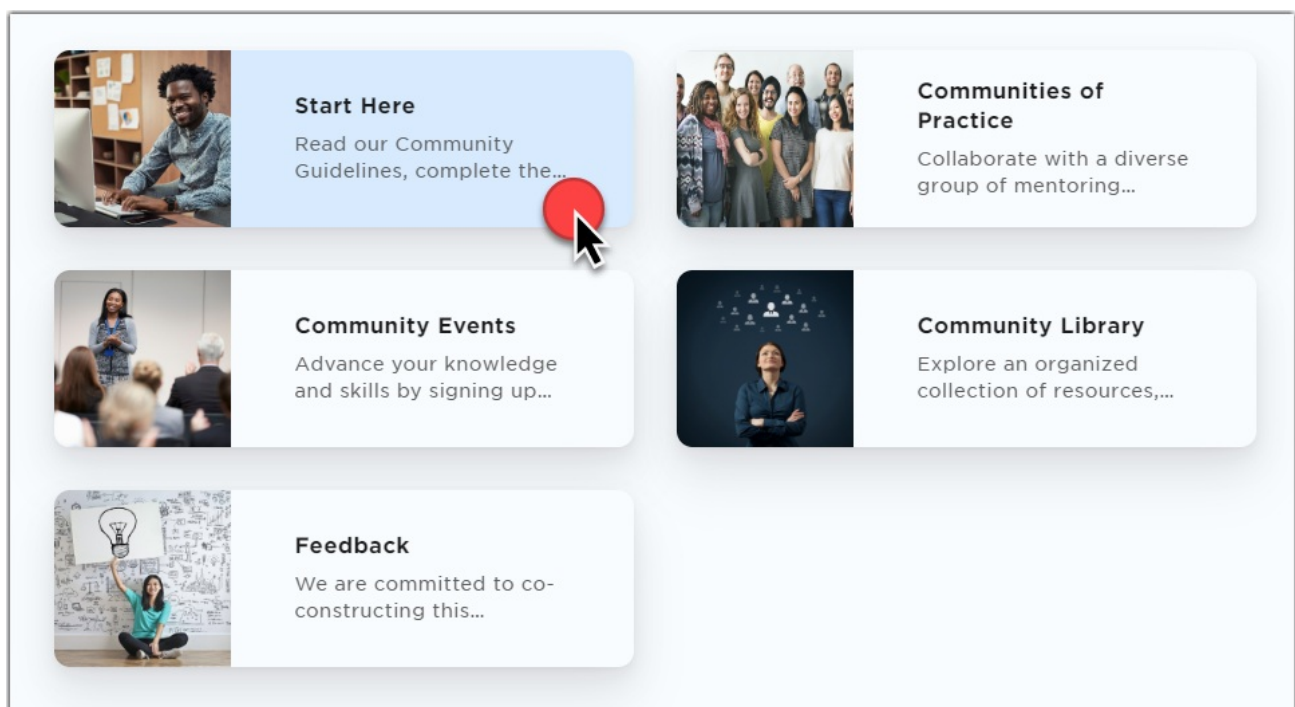
Find what you need fast by searching the community posts and topics. Simply enter your query in the search box and let the search engine do the rest.



Sections

Discover the heart of the community of practice on the center of the page, where you'll find five tiles representing different sections. Each section contains a wealth of topics open for discussion, allowing you to connect and collaborate with fellow members.

IMPORTANT: Start your journey by exploring the "Start Here" tile, which provides essential information such as community guidelines, introductions, and frequently asked questions. **Each community member is required to accept the community guidelines by clicking "I understand and accept these community guidelines" button.**



We're Here to Help

We diligently moderate the community to maintain and uphold our guidelines. In the unlikely event that someone violates these guidelines, we will take action to protect the other members of the community. Sometimes, this will involve the issuing of a warning and/or the editing or removal of content. Other times, if the violation is extreme or repeated over time, the member may be removed from the community.

If you experience or witness any behaviour that goes against our community guidelines, please contact us directly at support@mentoringcanada.ca. All reports are kept confidential.

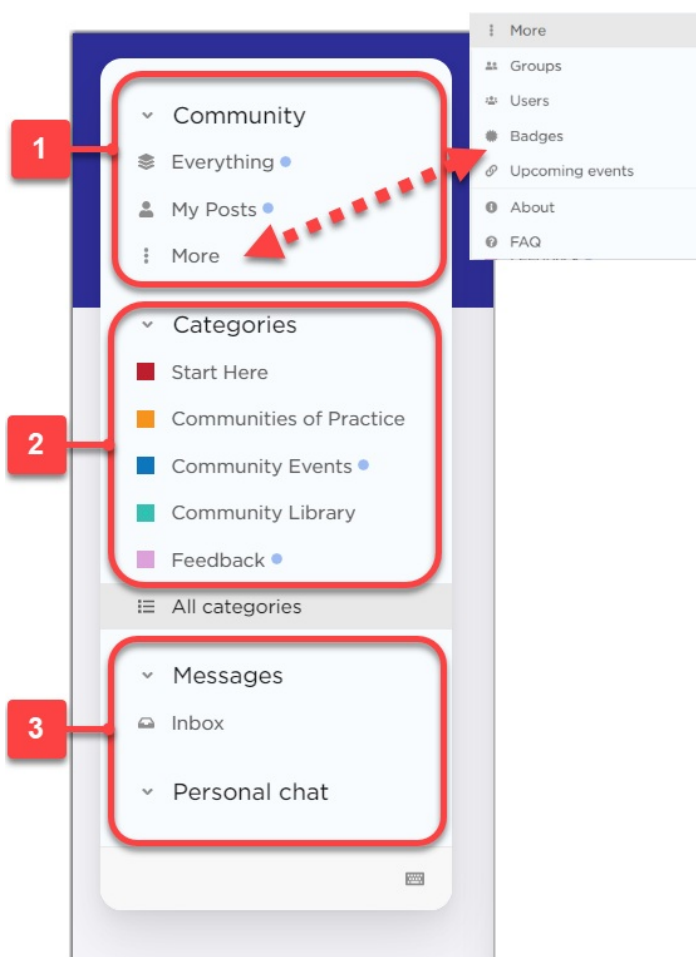
I understand and accept these community guidelines

This policy has no possible users

♡ 🔗 📌 ↩ Reply

Using the Left-Hand Menu

Navigate the left-hand menu to:



1. Explore all discussion topics, view your posts, access groups, view and reach out to other community members (users), view your badges, upcoming events and FAQ's.

2. Discover the various categories of the community of practice discussion topics.

3. Easily view your messages and start chat conversations with other members.

NEXT

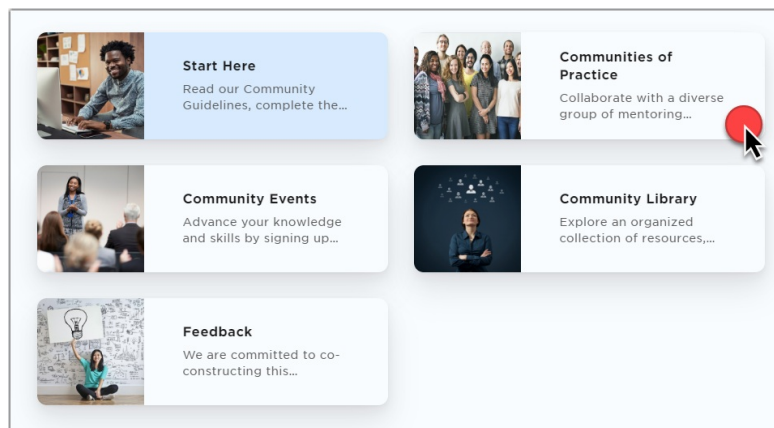
Getting Started: Interacting on the Community Page

- [Accessing Discussion Topics](#)
- [Creating a Post](#)
- [Commenting/Replying on a Post](#)
 - [Like a Post or Comment](#)
- [Keyboard Shortcuts](#)

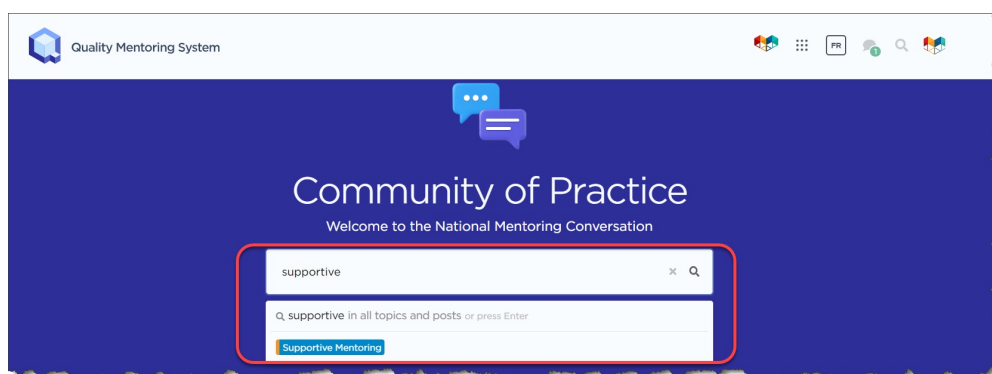
The Community of Practice is a dynamic online platform designed for you to connect, share insights, and engage in meaningful discussions. To fully participate in this vibrant community, it's essential to know how to access discussion topics, create a post, and comment/reply on the platform. In this short reference guide, we'll walk you through the essential steps to help you navigate the platform with ease and confidence.

Accessing Discussion Topics

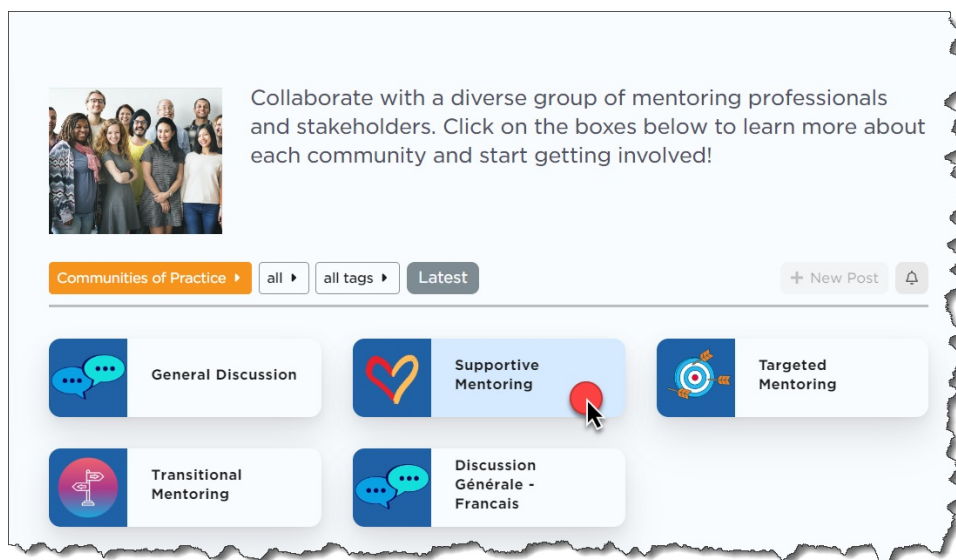
- From the home page, **click one of the five tiles displayed**. Each tile represents a different section of the community which contains a variety of discussion topics.



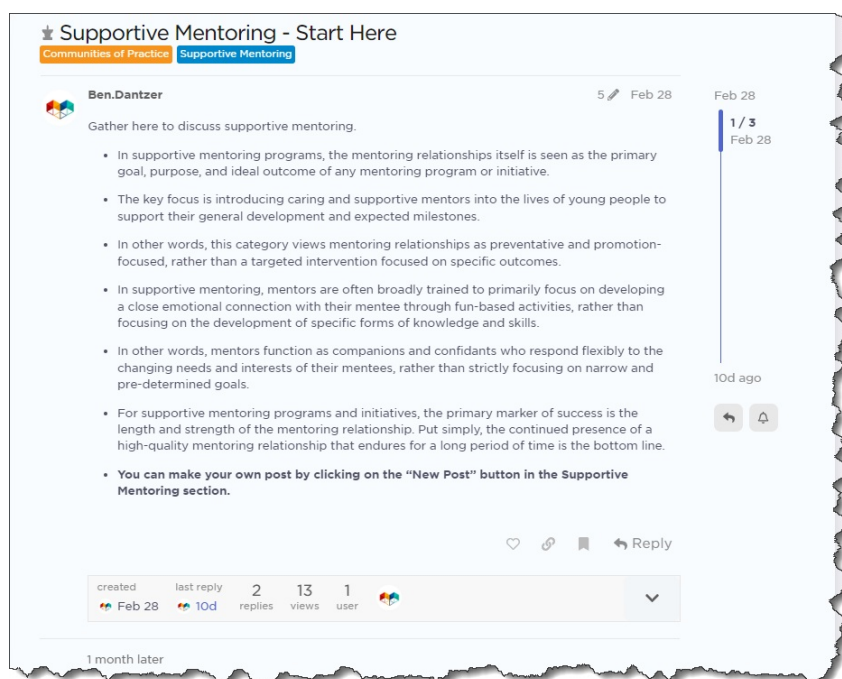
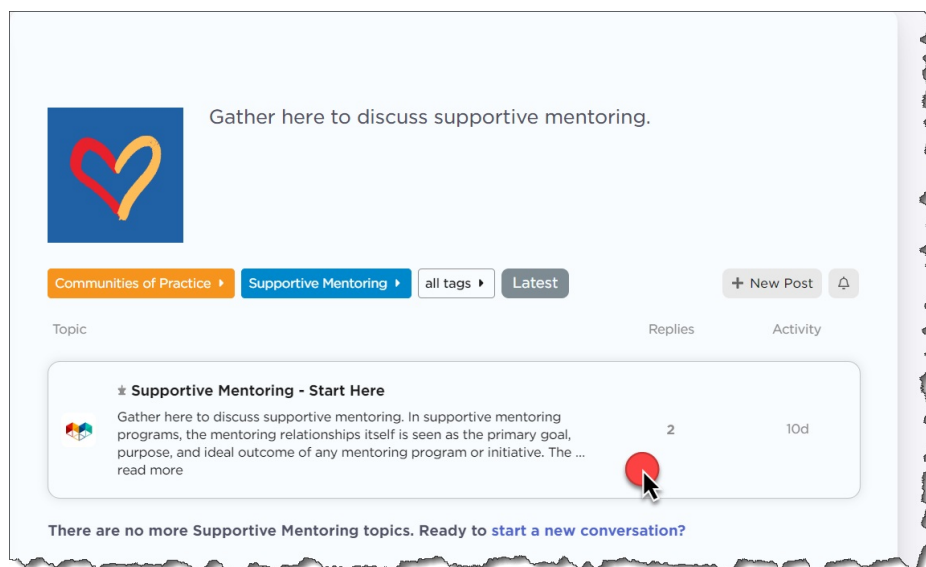
- Alternatively, from the home page use the **search bar to find specific topics**.



- **Browse** the list of **discussion topics** in the selected section.



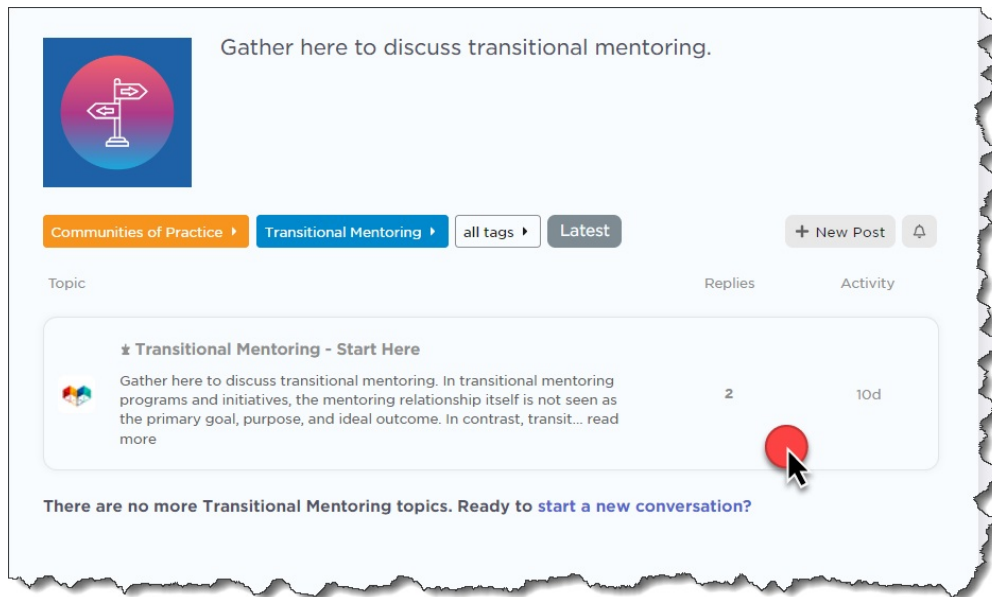
- Click on the discussion topic you want to access and start reading the discussion.



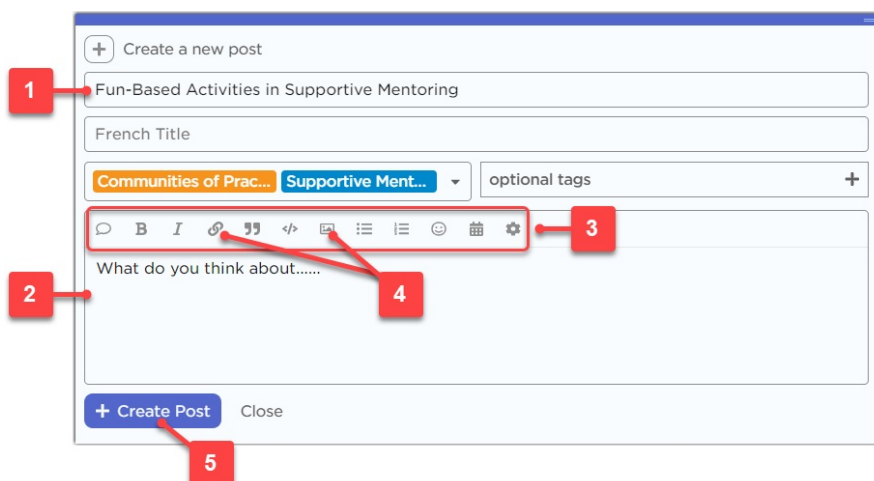
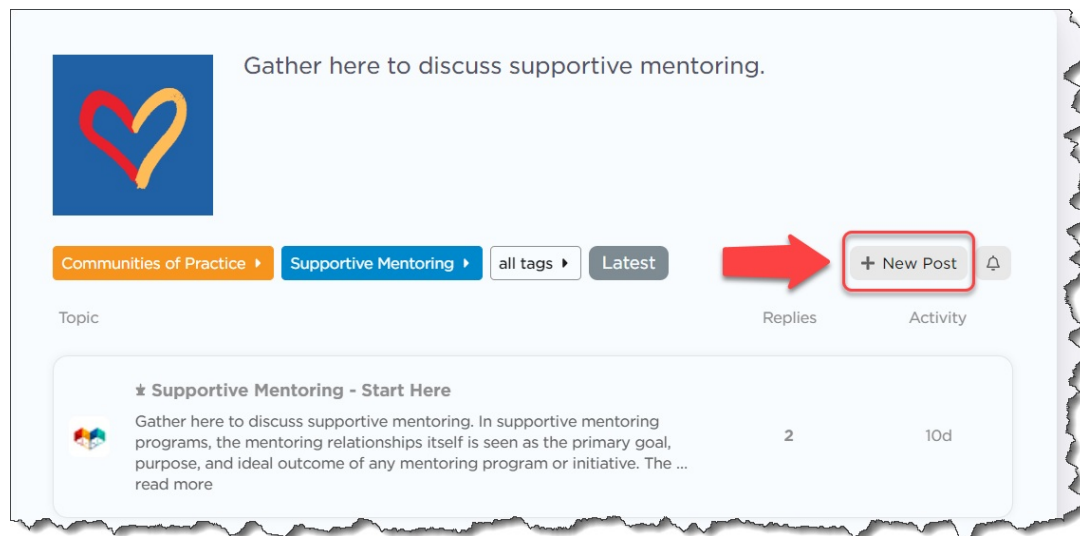
Creating a Post

Please note that while community members can create their own posts in the **Communities of Practice** section, all other sections only allow community members to comment on existing

- In the **Communities of Practice** section, **click on a discussion topic** where you want to engage.



- Click on the "New Post" button.



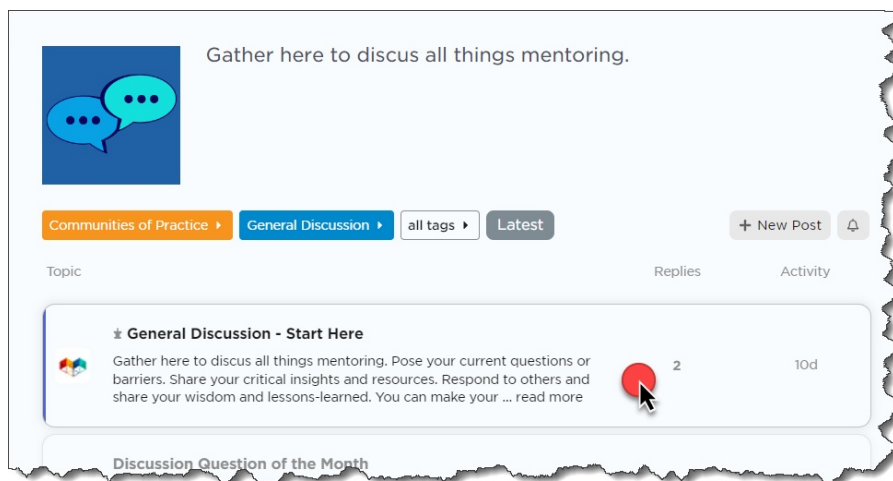
1. Enter a **descriptive title** for your post.
2. Write your **post** content in the text editor.
3. Use **formatting tools** such as bold, italics, or bullets to enhance your post.

4. If you have any **images or links** to include, use the appropriate buttons to add them.

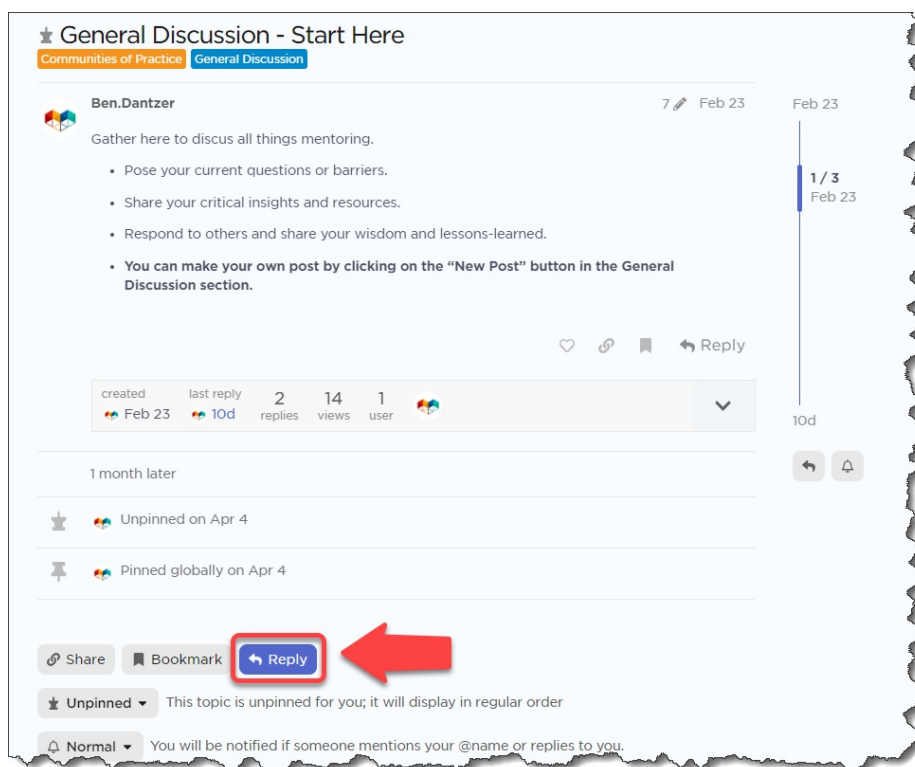
5. When you're done, **click on the "Create Post"** button to publish your post.

Commenting/Replying on a Post

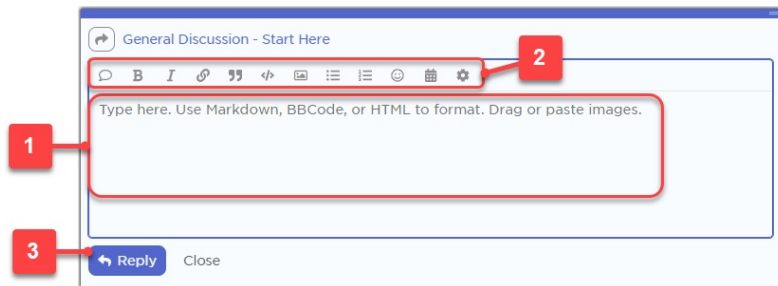
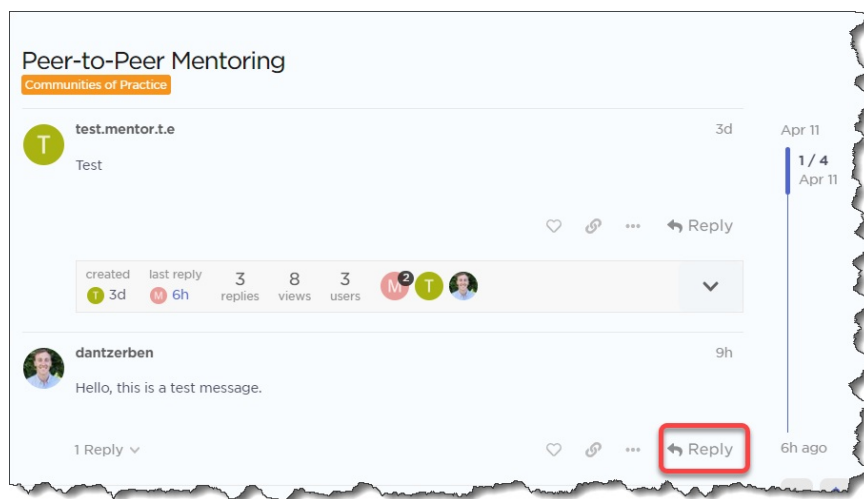
- Go to the discussion topic where you want to comment or reply.



- Scroll down to the bottom of the page where you'll see a **blue "Reply" button**.



- Click on the blue **"Reply"** button to open the text editor.
 - If you want to reply specifically to someone's comment, rather than to the overall discussion post, simply click the 'Reply' button located underneath that person's comment.

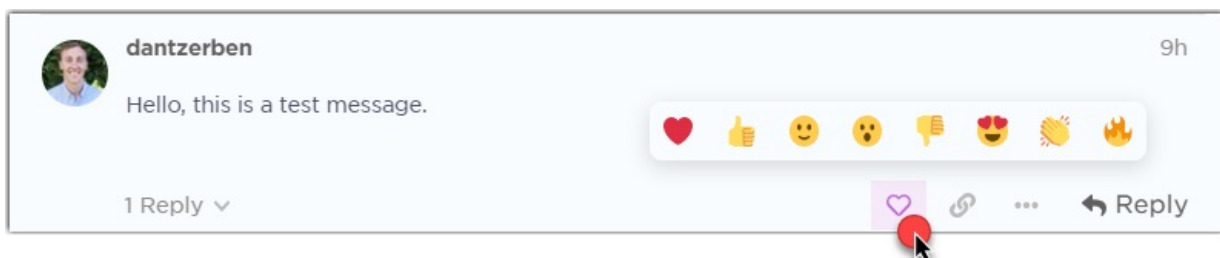


1. **Write your comment** in the text editor.
2. **Use formatting tools** to format your text, if needed.
3. When you're done, **click on the "Reply" button** to post your comment or reply.

Like a Post or Comment

Another features available is the ability to like or react to a post or comment.

- Look for the "like" button at the bottom of the post or comment. It is represented by a heart icon.
- Click on the "like" button to like the post or comment. Alternatively, you can click on the smiley face icon to choose another emoji to react to the post or comment.
- If you want to undo your like or reaction, click the corresponding button again to remove it.

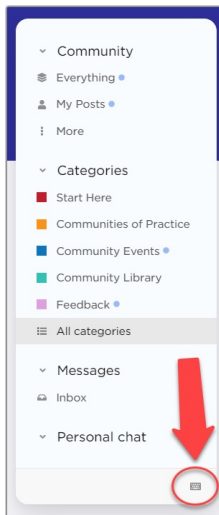


Keyboard Shortcuts

Looking for a way to boost your productivity and save time while navigating through a community page? Look no further than keyboard shortcuts! We've compiled a table of the most useful keyboard shortcuts that will help you navigate the page with ease.

Keyboard Shortcuts	
G, H	Jump to Home Page
G, M	Jump to Messages Inbox
G, P	Jump to Profile
SHIFT + R	Reply to a Post
U	Back to Previous Page
B	Bookmark a Post
SHIFT + Z SHIFT + Z	Log Out
-	Open the Chat Box

But wait, there's more! To access the full range of keyboard shortcuts, simply click the small keyboard icon located at the bottom of the menu on the left-hand side of the community page.



Keyboard Shortcuts			
Jump To <ul style="list-style-type: none"> g . h Home g . l Latest g . n New g . u Unread g . c Categories g . t Top g . b Bookmarks g . p Profile g . m Messages g . d Drafts g . j Next Topic g . k Previous Topic Application <ul style="list-style-type: none"> h Open hamburger menu p Open user menu c Create a new topic 	Actions <ul style="list-style-type: none"> f Toggle bookmark topic t Reply as linked topic Shift + r Reply to topic r Reply to post q Quote post Shift + p Pin/Unpin topic Shift + s Share topic s Share post l Like post f Flag post b Bookmark post e Edit post d Delete post m . m Mute topic m . r Normal (default) topic m . t Track topic 	Composing <ul style="list-style-type: none"> Shift + c Return to composer Shift + F11 Fullscreen composer Ctrl + Shift + . Insert current time Bookmarking <ul style="list-style-type: none"> Enter Save and close l . t Later today l . w Later this week n . d Tomorrow n . b . w Start of next week n . b . d Next business day c . r Custom date and time n . r No reminder d . d Delete bookmark 	Search Menu <ul style="list-style-type: none"> ↑ / ↓ Move selection up and down a Insert selection into open composer Ctrl + Enter Launches full page search Chat <ul style="list-style-type: none"> Ctrl + k Open quick channel selector Alt + ↑ / Alt + ↓ Switch channel Ctrl + b Bold (composer only) Ctrl + i Italic (composer only) Ctrl + e Code (composer only) Ctrl + t Insert hyperlink (composer only) - Open chat drawer esc Close chat drawer Shift + esc Mark all channels read

NEXT

Understanding Messages and Chats: How to Communicate with Other Users

- [Introduction](#)
- [Part 1: Understanding Messages and Chats](#)
- [Part 2: Sending a Message to Another User](#)
- [Part 3: Starting a Chat Conversation with Another User](#)
- [Part 4: Accessing your Inbox for Messages & Existing Chat Conversations](#)

Introduction

The Community of Practice offers different communication options to connect with other users, including messages and chats. In this quick training article, we'll explore the difference between messages and chats and guide you through the process of sending both types of communication within the Community of Practice. Harness the power of communication within the Community of Practice to engage in meaningful discussions and build connections within your community.

Part 1: Understanding Messages and Chats

1. Messages:

Messages on the Community of Practice are private communications between individual users. They are typically used for one-on-one conversations or for sharing information privately. Messages are similar to email exchanges and are not visible to other users unless they are part of the conversation. Messages offer a range of formatting options, allowing you to enhance the content of your messages. **i.e.** bold text, bullet points, hyperlinks etc....

2. Chats:

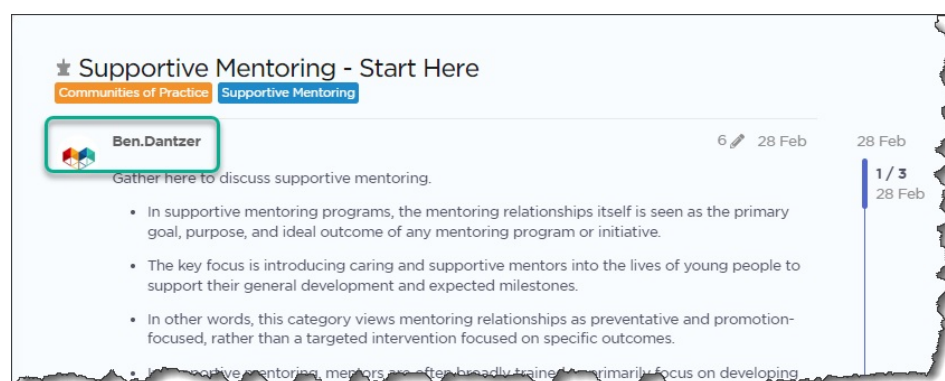
Chats, on the other hand, are real-time conversations that can involve one or multiple participants. Chats are useful for quick exchanges and brainstorming sessions. Chats provide a streamlined interface for quick exchanges, but they may offer limited formatting options compared to messages.

Part 2: Sending a Message to Another User

Sending a Message From the User Profile

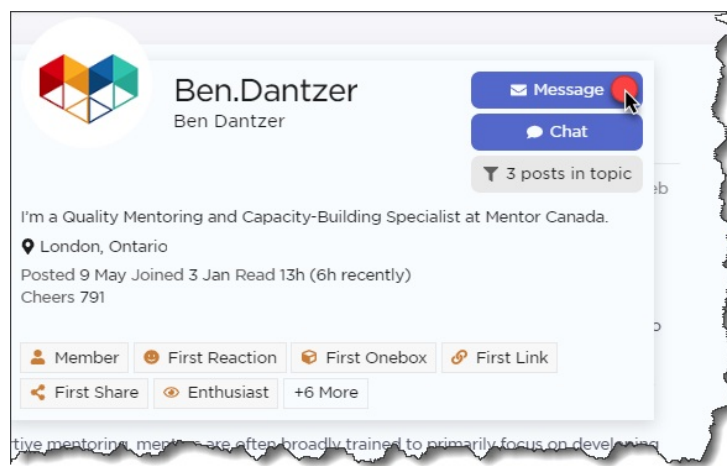
1. Locate the User:

To send a message to another user, locate their profile by clicking on their username or avatar. You can find this information within a topic, under a user's post, or by searching for their name in the Community of Practice.



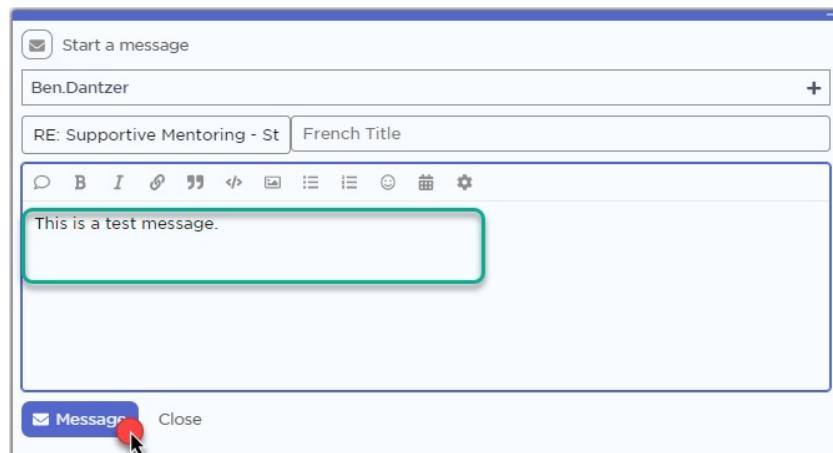
2. Access the Message Option:

Once you click on the username or avatar, look for the "Message" option. It is represented by an envelope icon on a button labeled "Message." Clicking on this option will open the message composition window.



3. Compose and Send the Message:

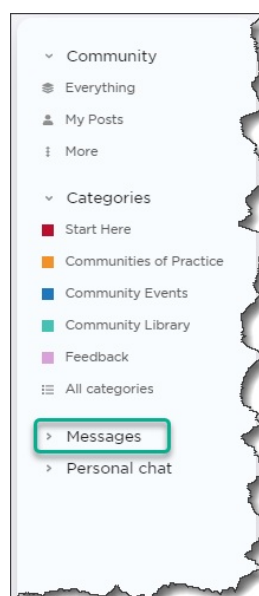
In the message composition window, type your message, including the subject and the main content. Once you are satisfied with your message, click the "Message" button to deliver it to the intended recipient. The user will receive a notification about your message and can respond accordingly.



Sending a Message From the Left-Hand Side Menu

1. Access the Message Option:

To send a message to another user, navigate to the left-hand side menu and look for the "Messages" option.



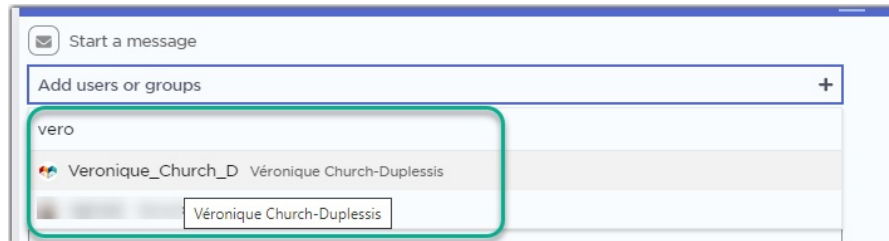
2. Compose a New Message:

Within the Messages section, locate the "New Message" button, represented by a + sign. Clicking on it will open the message composition window.



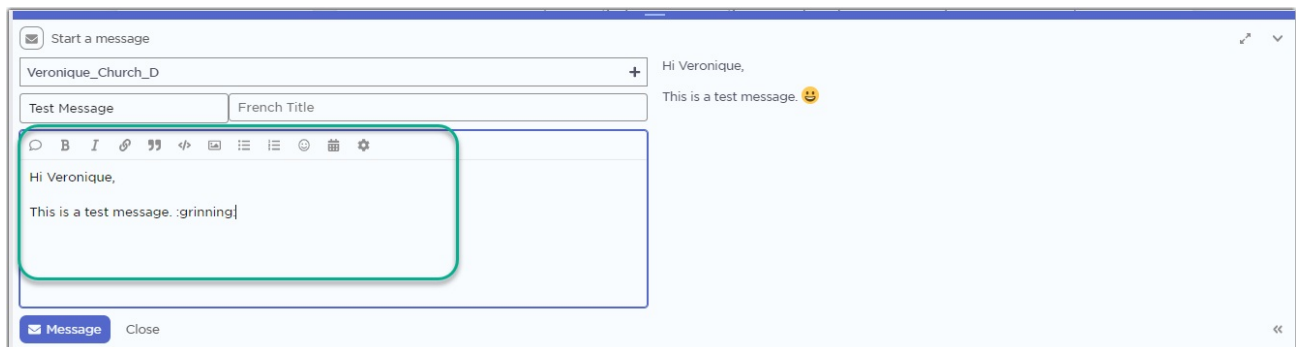
3. Select the Recipient(s):

In the message composition window, start typing the username or the name of the user(s) you want to message. As you type, it will suggest matching usernames or names. Select the desired recipient(s) from the suggestions.



4. Craft and Format Your Message:

In the message composition area, write your message, taking advantage of the available formatting options. You can make text bold, create hyperlinks, include images, or utilize bullet points and lists to organize your content.



5. Send the Message:

Once you have composed your message, click on the "Message" button to deliver it to the selected recipient(s). They will receive a notification about your message and can respond accordingly.



Part 3: Starting a Chat Conversation with Another User

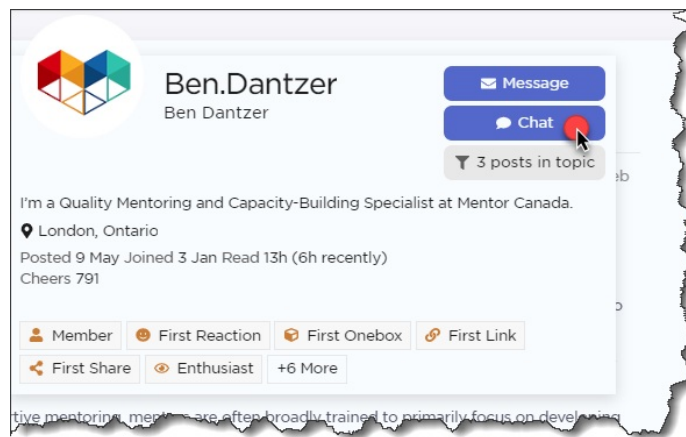
Start a Chat Conversation From the User Profile

1. Locate the User:

To start a chat conversation with another user, follow the same process of locating their profile as mentioned in Part 2.

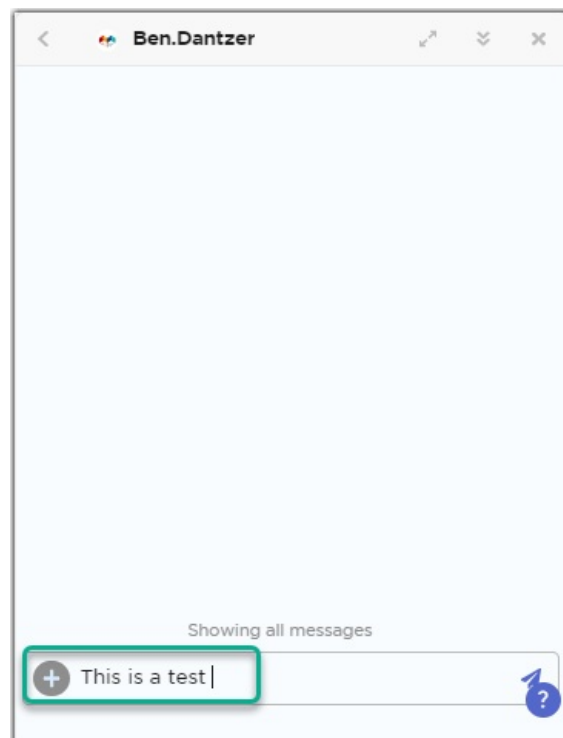
2. Access the Chat Option:

Once you click on the username or avatar, look for the "Chat" option. It is represented by a chat bubble icon on a button labeled "Chat." Clicking on this option will initiate the chat conversation.

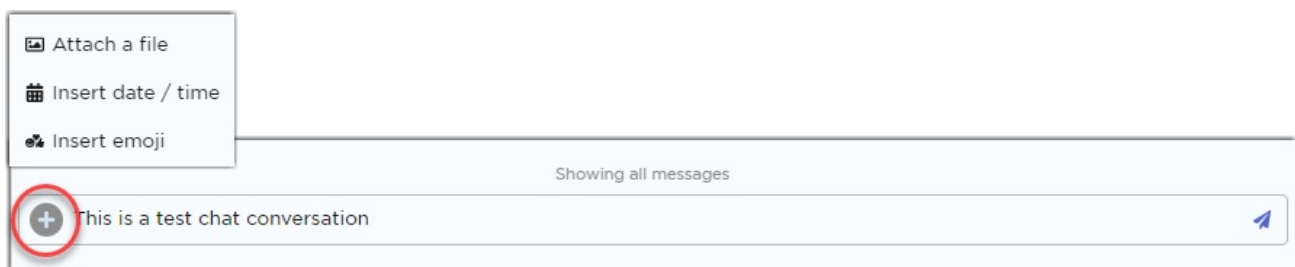


3. Send the First Message:

In the chat conversation window, compose your first message and press [Enter] to send the message. The other user will receive a notification and can start participating in the chat.



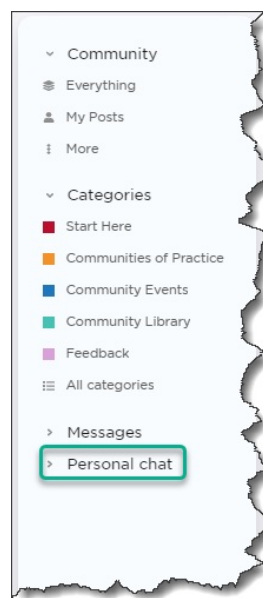
Tip: The plus sign + in the chat window allows you to attached a file or insert an emoji.



Start a Chat Conversation From the Left-Hand Side Menu

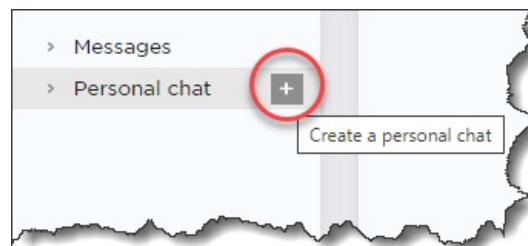
1. Access the Chat Option:

To initiate a chat conversation with another user, navigate to the left-hand side menu and look for the "Personal Chat" option.



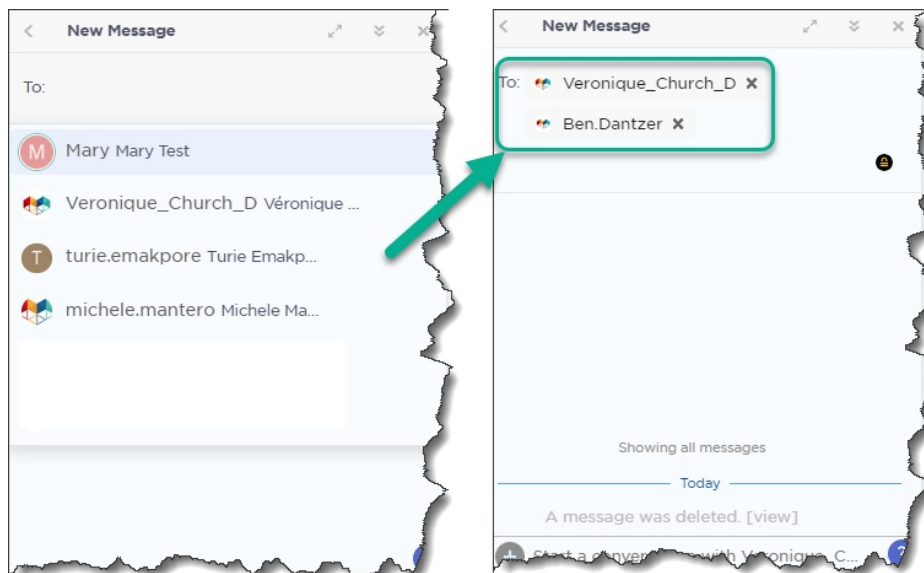
2. Start a New Chat:

Within the Chats section, locate the "New Chat" button represented by a + sign. Clicking on it will open the chat conversation composition window.



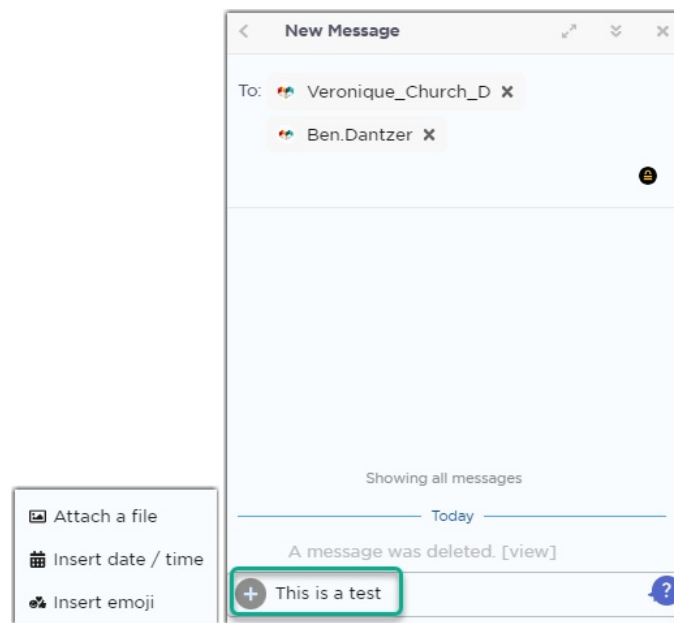
3. Add Participants (if applicable):

In the chat composition window, you may have the option to add participants to the chat. Click on the designated area or button to include other users in the chat if necessary.



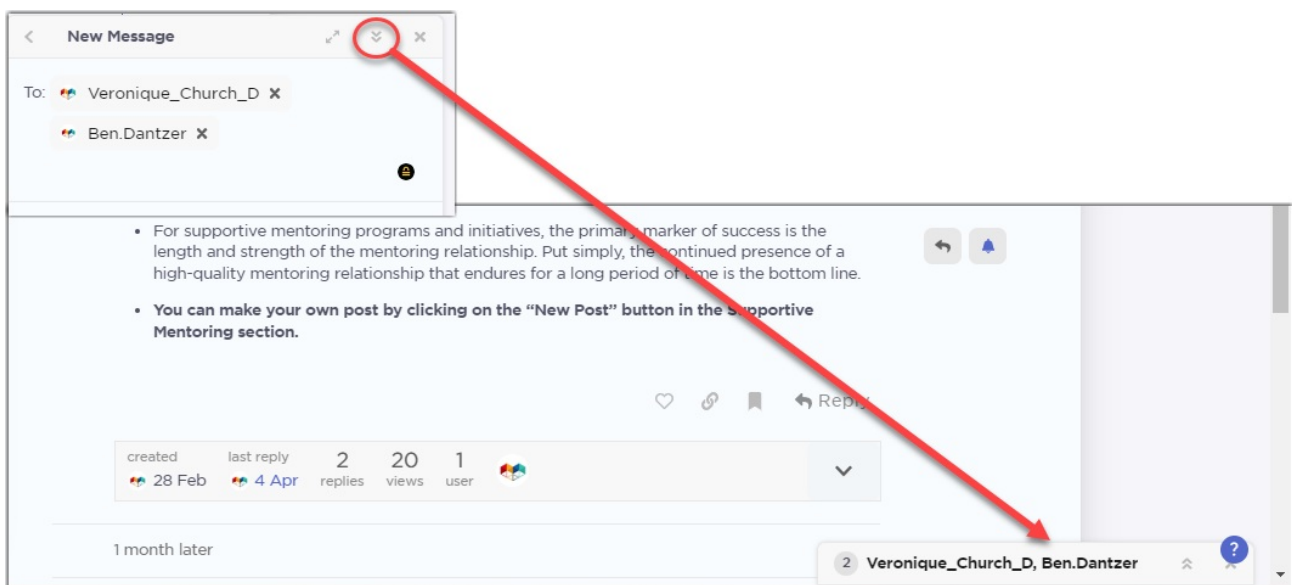
4. Compose and Send the First Message:

In the chat conversation window, write your first message. Unlike messages, chats may have limited formatting options. However, you can still use the plus sign + in the chat window to attach a file or insert an emoji.



5. Engage in the Chat:

Once your chat has begun, participants can exchange messages in real-time. Everyone involved will receive notifications for new messages and can actively participate in the conversation. You can minimize the chat by clicking the option highlighted below.



Part 4: Accessing you Inbox for Messages & Existing Chat Conversations

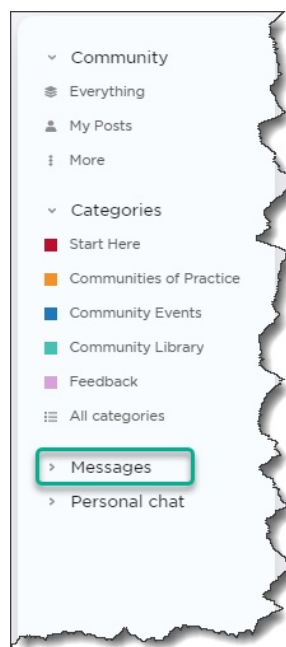
Accessing your Inbox for Messages

Keyboard shortcut: You can quickly access your messages by using the following keyboard shortcut: G, M.

To conveniently access your messages, including the inbox, new messages, unread messages, sent messages, and archived messages, you can also follow these steps:

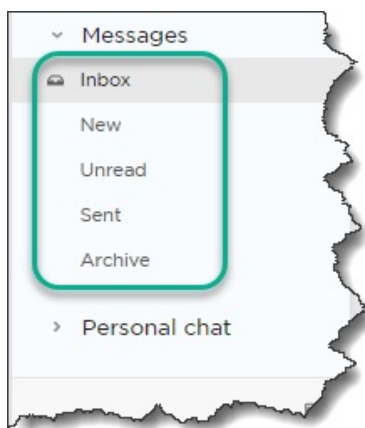
1. Locate the Messages Option:

In the left-hand side menu, look for the "Messages" option and click on it to expand the menu.



2. Explore the Message Options:

Upon expanding the Messages menu, you will see a list of options available for managing your messages. These options include:



- **Inbox:** This option displays all your received messages, allowing you to view and respond to them.
- **New:** By selecting the "New" option, you can filter the inbox to show only the latest, unread messages you have received.
- **Unread:** This option filters your messages to show only those that you haven't read yet.
- **Sent:** The "Sent" option provides access to messages you have sent to other users, enabling you to review your outgoing communications.
- **Archived:** If you have archived any messages for organizational purposes, selecting this option will show your archived messages.

3. Select and View:

Choose the desired option from the Messages menu to view the corresponding messages. Depending on your selection, you will be presented with a list of relevant messages or be able to compose a new message.

Accessing Existing Chat Conversations

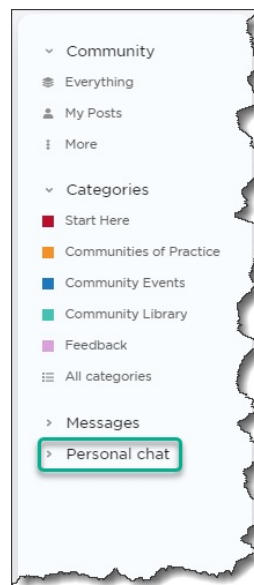


Keyboard shortcut: You can quickly access your existing chat conversations by using the hyphen key - on your keyboard.

To conveniently access and view your existing chat conversations, allowing you to pick up where you left off, you can also follow these steps:

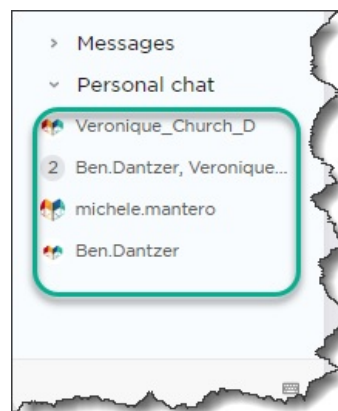
1. Locate the Personal Chat Option:

In the left-hand side menu of the page, find the "Personal Chat" option and click on "Personal Chat" to expand the menu.



2. Explore Chat Conversations:

After expanding the Personal Chat menu, a list of your chat conversations will be revealed. These conversations are displayed with the name(s) of the participant(s) involved.



3. Select a Chat Conversation:

Review the list of chat conversations and identify the one you wish to access. Click on the desired chat conversation to view its content and continue the conversation.

NEXT

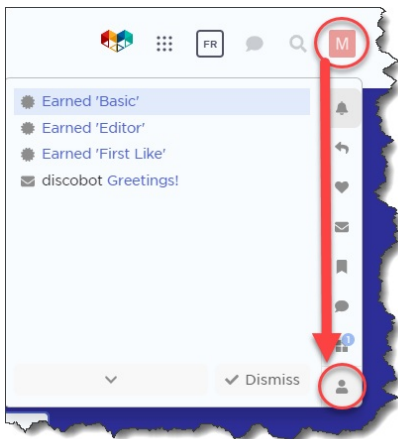
Community User Profile : A Quick Guide


- [About the User Profile Page](#)
- [How to Access Your User Profile Page](#)
- [Actions Available on the User Profile Page](#)

About the User Profile Page

Your user profile is where you can view and manage your activity, preferences, badges, and other information on the platform. In this quick guide, we'll walk you through the actions available on your user profile page and how to access it.

How to Access Your User Profile Page

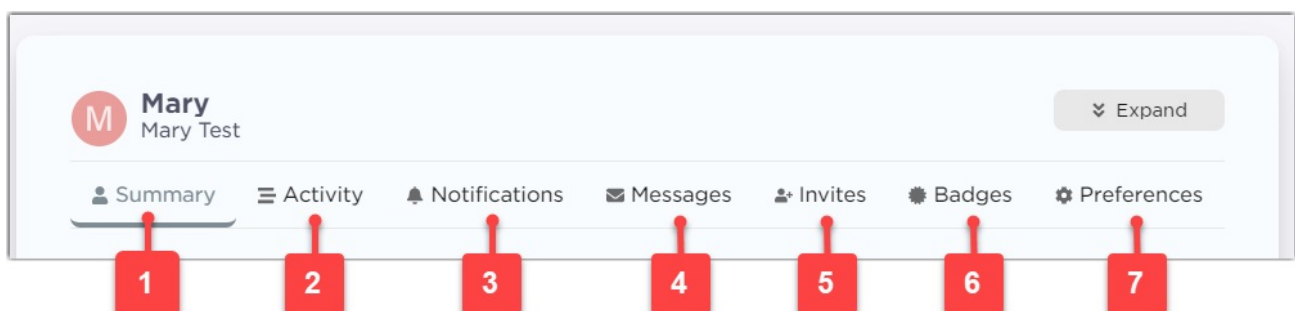


- Click on your profile picture or initial in the top right corner of the page.
- Select the "Profile" icon  twice from the dropdown menu that appears.
- You will be taken to your user profile page, where you can view and edit your preferences, activity, badges, and other information.

Keyboard Shortcut: Alternatively, you can also access your user profile by using the following keyboard shortcut: G, P.

Actions Available on the User Profile Page

Here are some of the options available on a user's profile page:



1. Summary: You can view your activity summary, which provides an overview of your recent activity statistics on the

Community of Practice page. i.e. number of visits, number of topics viewed, your top categories etc...

2. Activity: You can view your recent activities, including the topics you have created or replied to, your bookmarks, and the posts you have liked or flagged.

3. Notifications: You can view any notifications related to the user, such as when they mention you in a post or reply to one of your comments.

4. Messages: You can send a private message to other users or view any messages you have received.

5. Invites: Allows you to invite other people to join the platform by clicking on the "Send Invite" button and entering the email addresses of the people you want to invite. You can also view the status of any invites sent out, including whether the invite has been accepted or is still pending.

6. Badges: You can view the badges you earned on the Community of Practice platform, such as for being a member for a certain amount of time or for contributing valuable content.

7. Preferences: You can view your preferences, such as your email settings, profile picture and name label.

[NEXT](#)