EN - Quality Mentoring System User Guide

- Introduction
  - About the Quality Mentoring System
  - Get Started and Create an Account
  - Onboard your Program to the Quality Mentoring System
- QMS Platform Navigation
  - Sign in & Sign out
  - Toggle Between the QMS Tools
  - Manage Your Account
  - Change Display Language
- Program Assessment
  - Tips for Completing the Principles of Quality Mentoring Self-Assessment
  - Navigate the Self-Assessment Overview Dashboard
  - Take the Assessment
  - Share the Assessment
  - Wrap Up the Assessment
  - Report Technical Difficulties
- Innovation Plan
  - About the Innovation Plan
  - Access the Innovation Plan
  - Complete Each Section
- Community of Practice
  - About the Community of Practice
  - Access the Community of Practice
  - Home Page: A Quick Tour
  - Getting Started: Interacting on the Community Page
  - Understanding Messages and Chats: How to Communicate with Other Users
  - Community User Profile : A Quick Guide
- Technical Assistance and Capacity-Building
  - Request Support with the Quality Mentoring System

Introduction

About the Quality Mentoring System

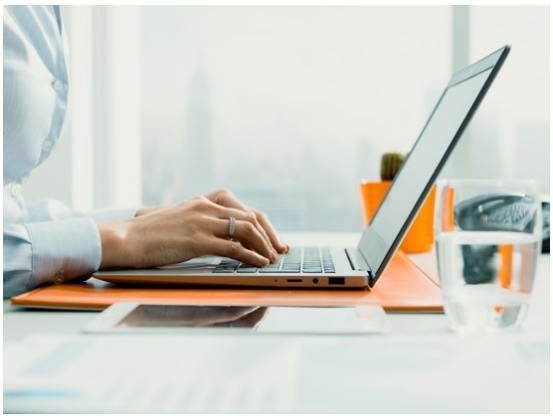
Mentor Canada developed the Quality Mentoring System (QMS) to support organizations in demonstrating, contextualizing, and advancing the quality and impact of their mentoring programs and initiatives.

The evidence-informed, yet adaptable, QMS represents an important evolution in the understanding of program quality. It proposes interrelated tools, resources, and learning opportunities, empowering organizations, initiatives, and programs to advance innovation and bolster their impact.

This innovative principles-based approach to quality honours the intrinsic value of the mentoring relationship, acknowledges the uniqueness of programs and initiatives, and provides guidance, rather than prescription, for equitable and effective programming.

Tools & Learning Opportunities

The Quality Mentoring System is designed to support mentoring programs at any point in the delivery or conceptualization of a mentoring initiative. The QMS does not need to be completed in any specific order and each tool and learning opportunity can be revisited.



Principles of Quality Mentoring Self-Assessment

The *Principles of Quality Mentoring Self-Assessment* invites programs to take a comprehensive look at their own practices and at all dimensions of quality mentoring programming. The principles approach offers flexible guidance to

assess quality within a program's unique context. The tool is designed to encourage reflection, inspire discussions, and generate new ideas about program enhancements and opportunities.

assessment.qualitymentoring.ca

Innovation Plan

The *Innovation Plan* provides mentoring programs and initiatives with evidence-informed tools and techniques to systematically advance the quality of their mentoring program. The Plan guides programs through three steps focused on quality. Completing the Innovation Plan can support programs to set realistic goals, test ideas, learn from their improvement efforts, and plan for program-wide improvements and innovation.

plan.qualitymentoring.ca/en

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 convened by Mentor Canada 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.

community.qualitymentoring.ca

Technical Assistance and Capacity-Building

We prioritize and value long-term collaborative relationships. If you are not sure where to start, have some questions, or just want to speak face-to-face with someone, we would be happy to hear from you! No-cost support is available at any time. We are here to celebrate your wins, offer nuanced and balanced advice, and co-construct solutions to your most pressing challenges.

Contact Us for Support:

By Email: Contact our Quality Mentoring and Capacity-Building Specialist: Ben Dantzer

- **Drop-In Hours:** We host regular drop-in hours on Wednesday from 2-4 pm Eastern time. Drop by to have face-to-face chat with our Quality Mentoring and Capacity-Building Specialist via Zoom. No appointment is needed.

CLICK HERE to join the Drop-In Hours Call

NEXT

Get Started and Create an Account

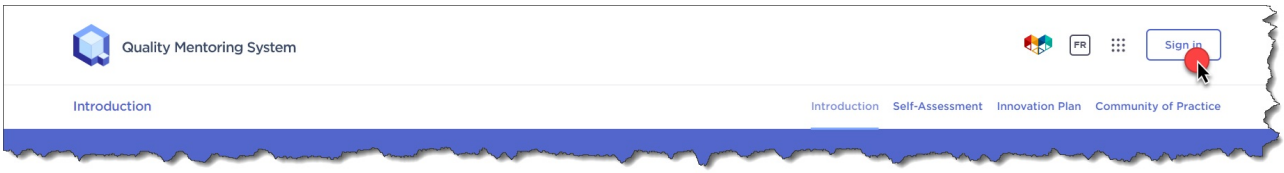
- Get Started and Create an Account

Get Started and Create an Account

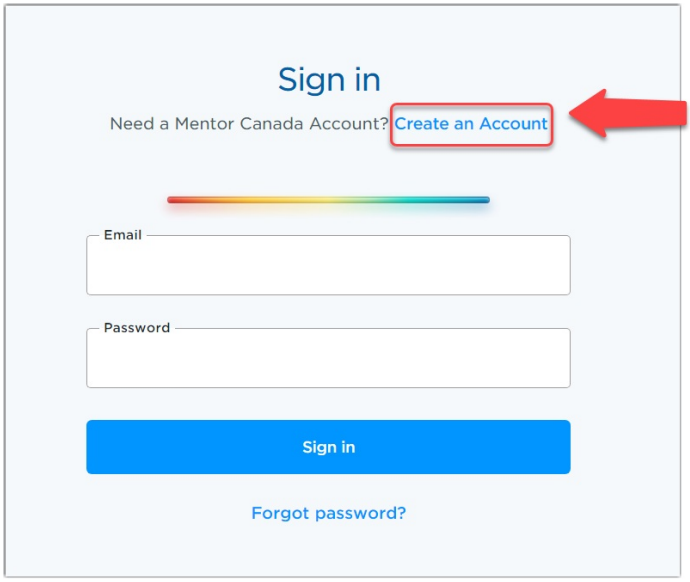
To get started with the *Quality Mentoring System*, you need to create an account with Mentor Canada. Creating an account with Mentor Canada will give you access to our various products and services.

1.0 Go to: qualitymentoring.ca

1.1 You will land on the main page of the Quality Mentoring System which provides an overview of the different tools. Click Sign in located in the top right-hand corner of the page.

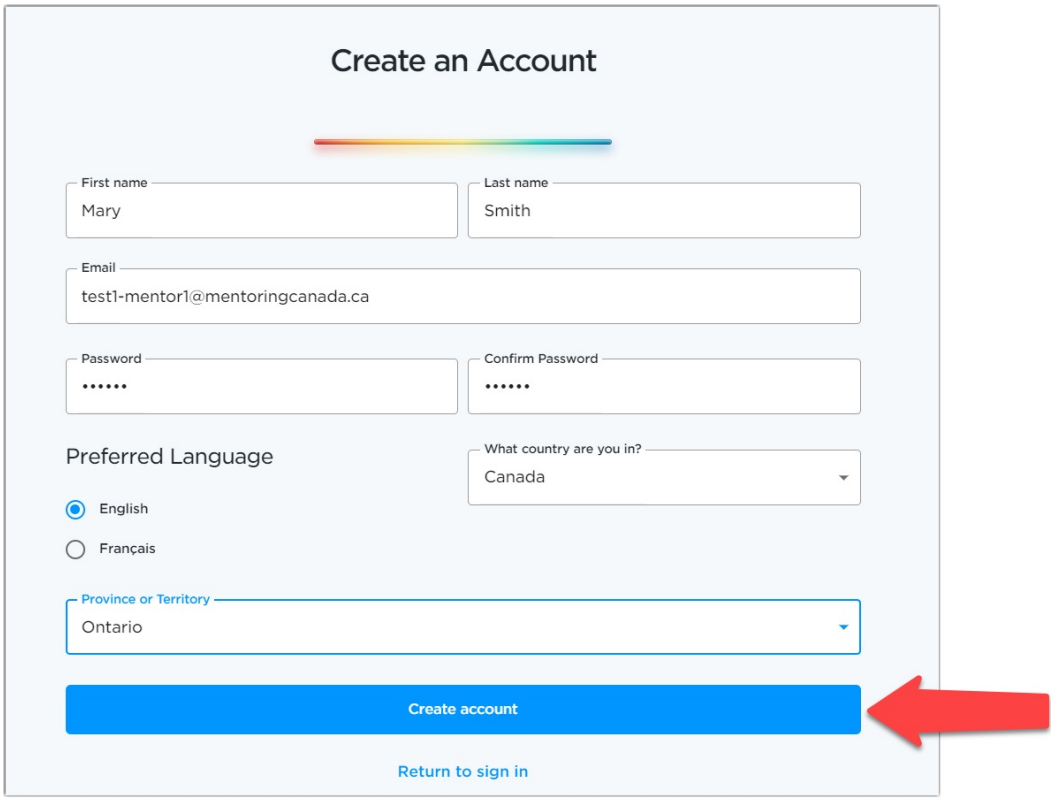


1.2 From the "Sign in" page, click "**Create an Account**"

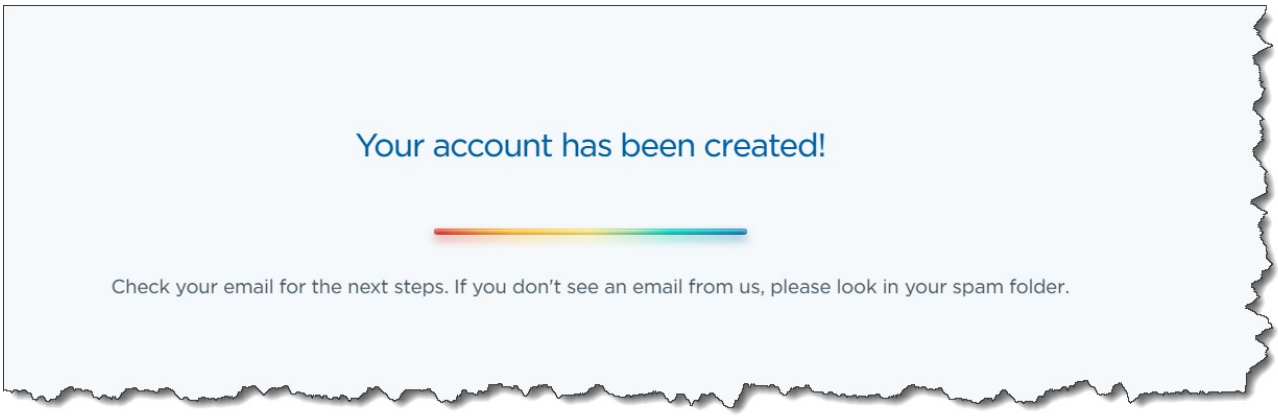


1.3 You will be invited to complete your user account information.

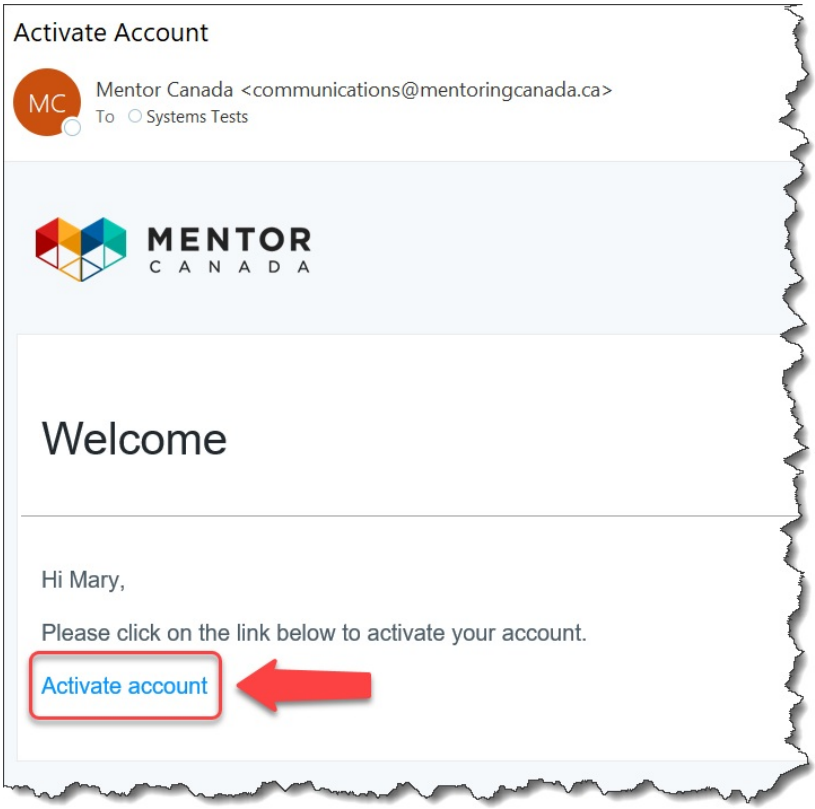
1.3.1 Click Create account to complete your registration.



1.4 A confirmation message appears on the page advising you to check your email for the next steps.



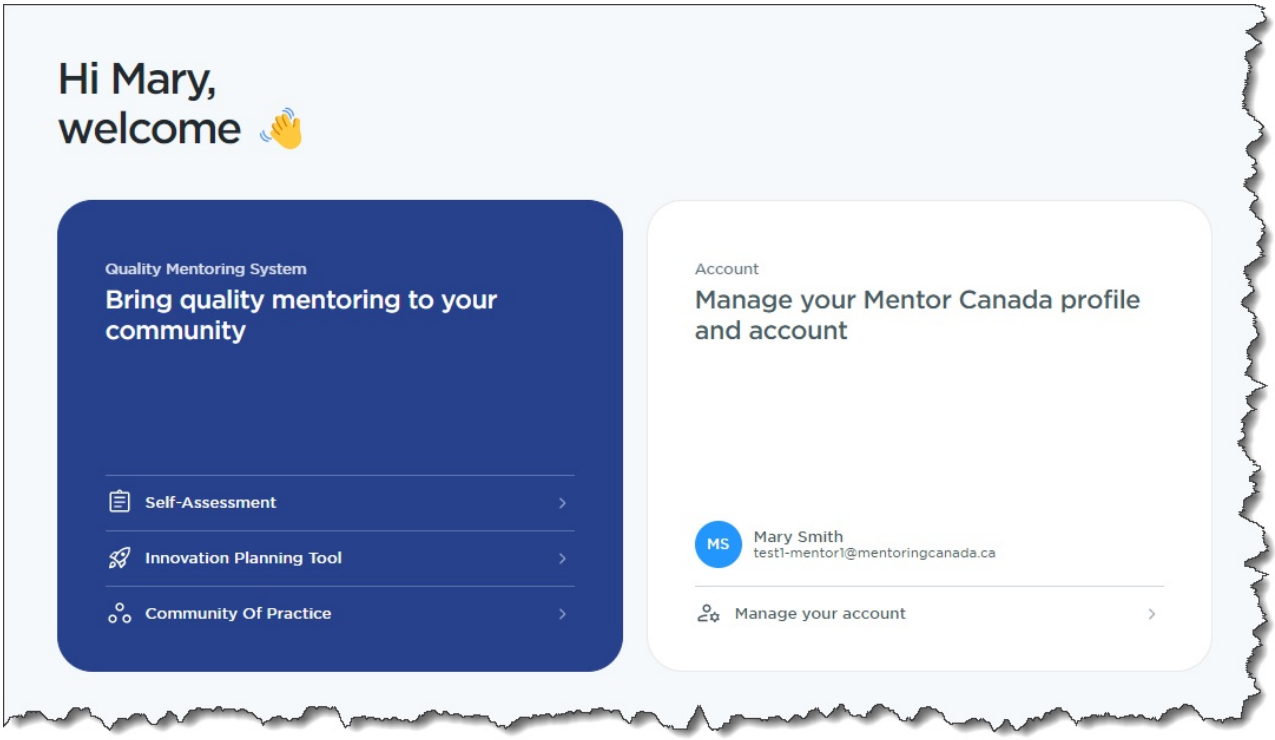
1.5 Look for the following email in your inbox. Click "**Activate account**" to finalize your account creation.



⚠ **Note:** If you are not receiving this email, please check your spam folder.

1.6 Once you clicked the activation link, a new browser tab will open and you will be taken to the Mentor Canada Dashboard which display all tools available through the Quality Mentoring System. Click the QMS tool of preference.

Note: There is no requirement for you to follow a specific sequence when using the QMS tools. However, it is recommended to start with the Principles Self-Assessment.



NEXT

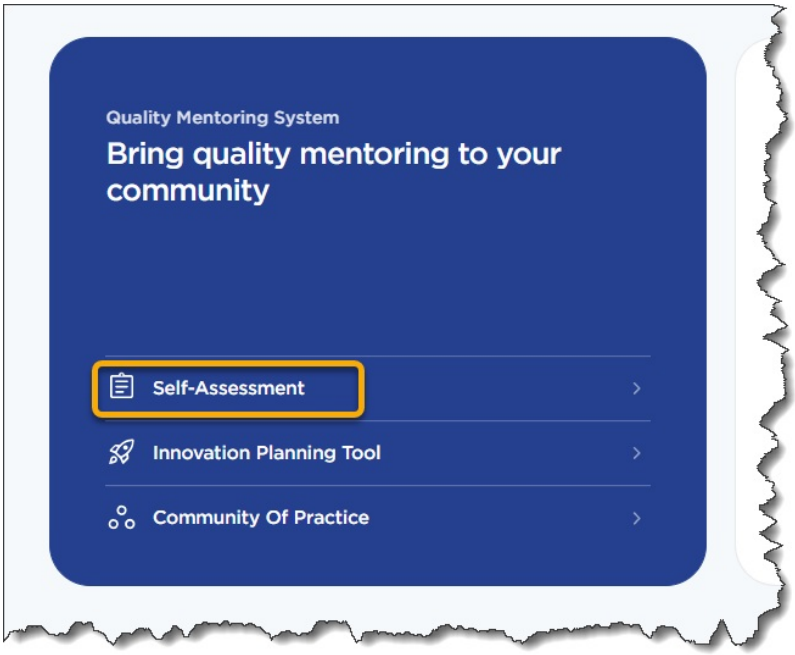
Onboard your Program to the Quality Mentoring System

- Onboard your Program

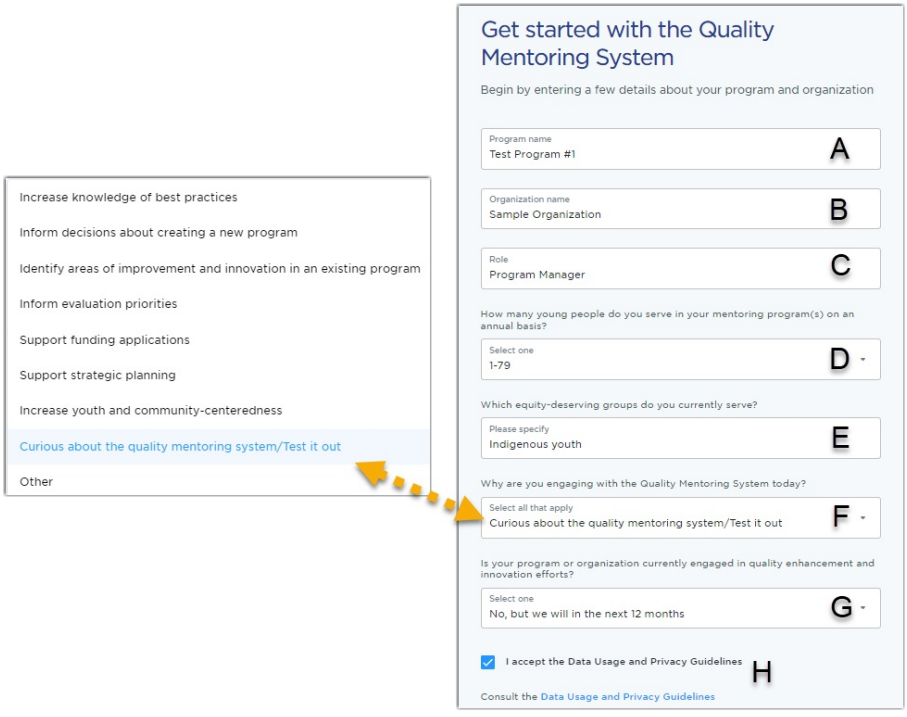
Onboard your Program

After creating your account, the next step is to add a program so that you can begin using the tools.

1.0 From the QMS services dashboard, click any of the tools, in this example we will click "Self-Assessment".



1.1 The *Get Started* page appears and you will be prompt to enter:



A) Program Name

B) Organization Name

C) Job Title

D) Number of young people served in your program on an annual basis

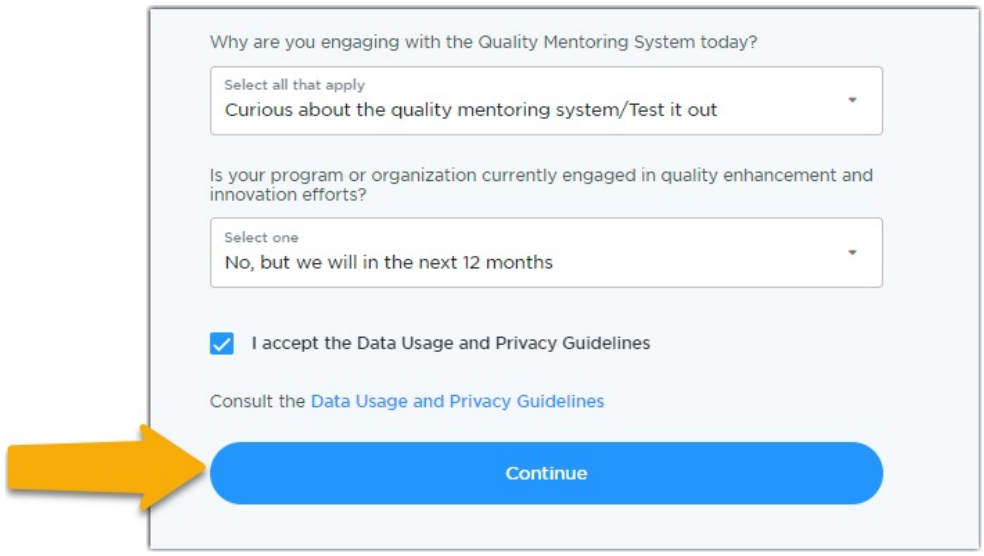
E) Equity-Deserving groups served in your program

F) Purpose of engaging with the quality mentoring system

G) Indicate if your organization is currently engaged in quality enhancement

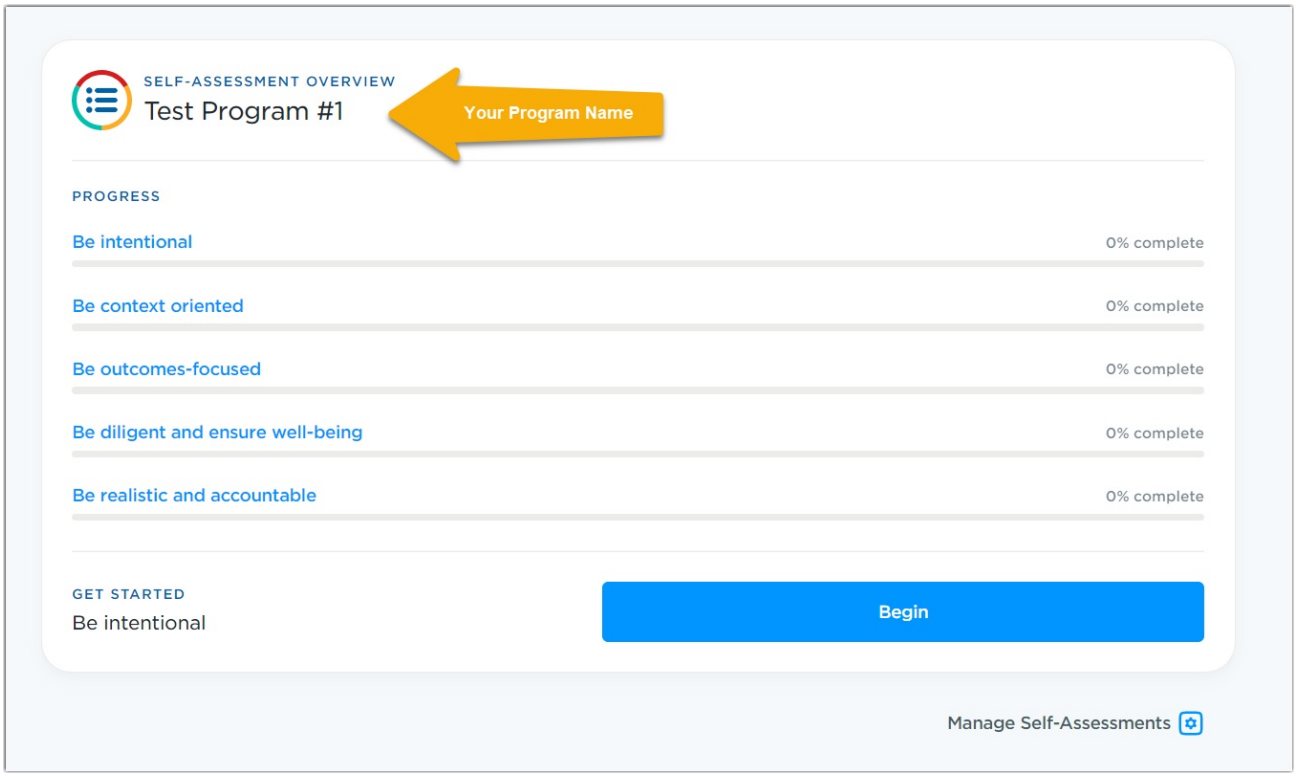
H) Read and accept the data usage and privacy guidelines

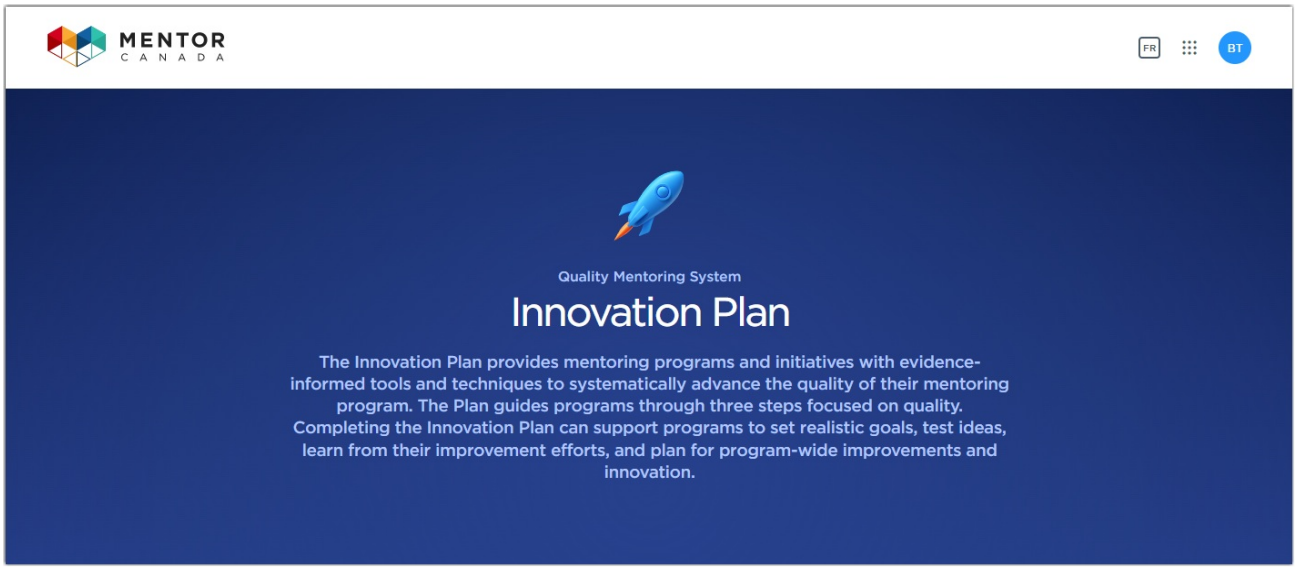
1.2 Click Continue to finalize.



Note: You will only need to do the above steps once per user.

1.3 After onboarding your program, you will be brought to the *Self-Assessment Overview Dashboard or the Innovation Plan Page* depending of which tool you selected.





1.4 Also, the following email is sent immediately after entering your program into the self-assessment tool. The email contains a link to easily retrieve your program assessment at a later time if needed.

NEXT

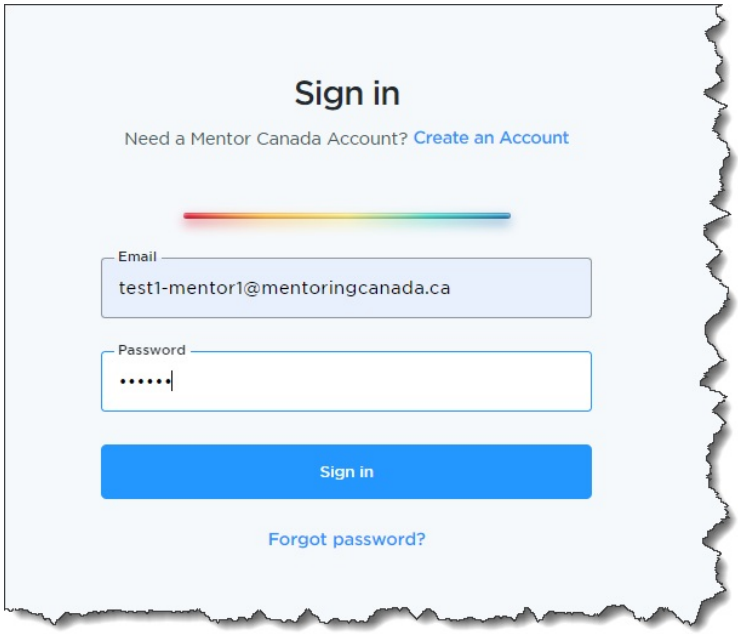
QMS Platform Navigation

Sign in & Sign out

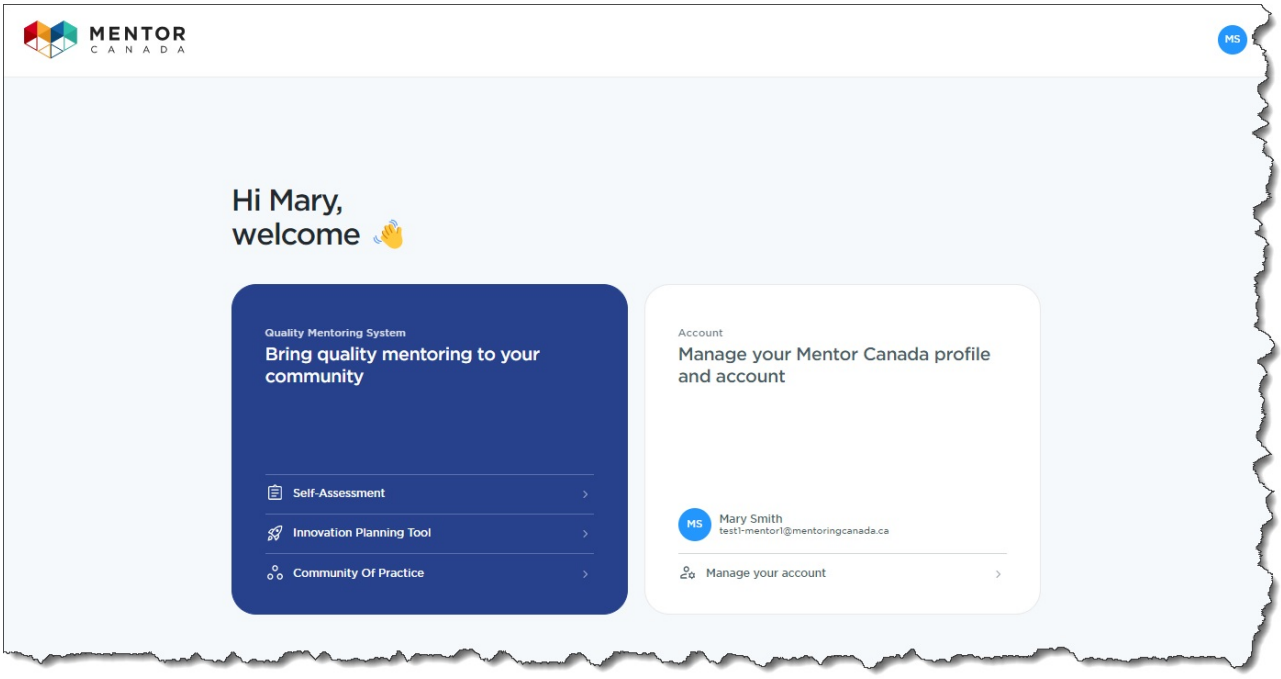
- Sign In
- Sign out

Sign in

1.0 To connect to QMS, after creating an account, go to services.qualitymentoring.ca ,enter your credentials and click Sign in



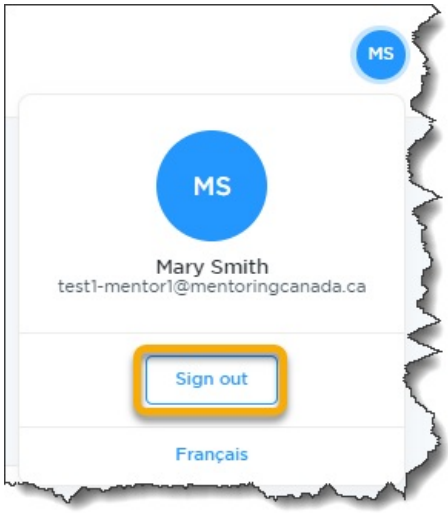
1.1 You will be brought to your personal dashboard where you can access the different QMS tools and manage your account.



Sign out

2.0 To sign out of any of the QMS tools, look for the circle icon containing your initials at the top right-hand corner of the page. Click the icon.

2.1 This box will open, click Sign out



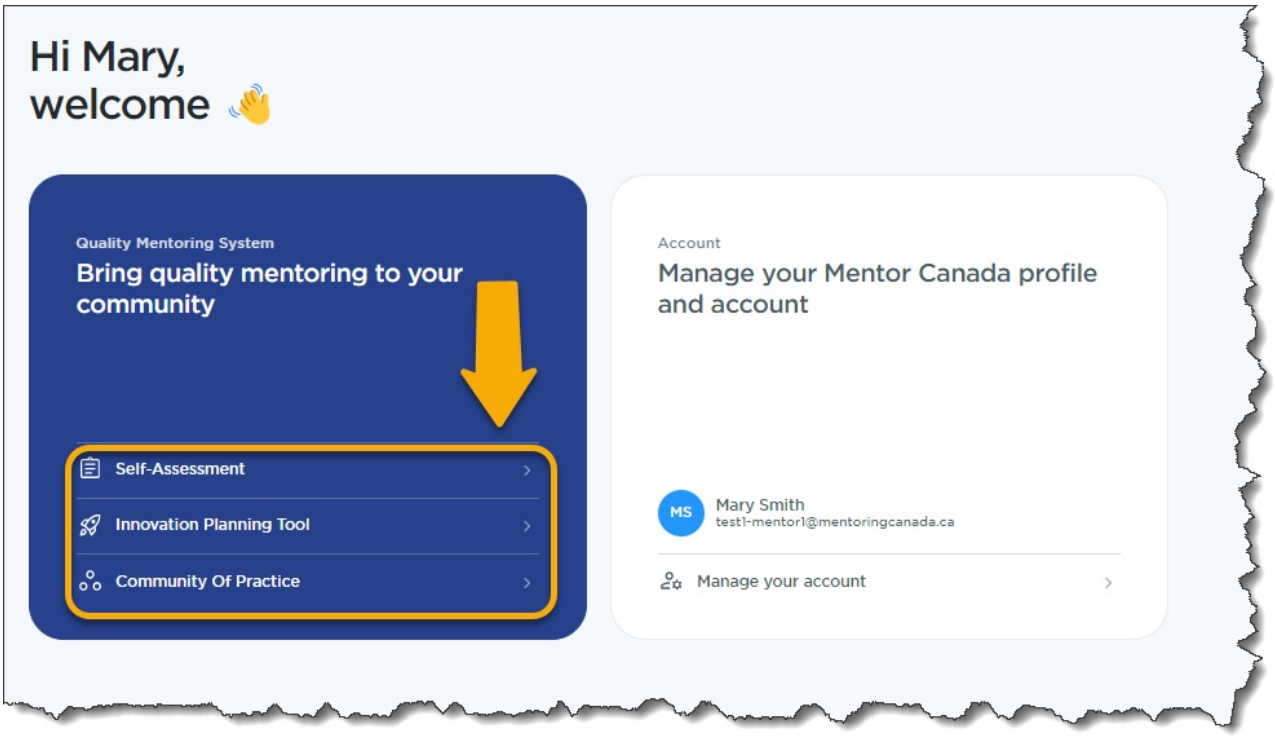
NEXT

Toggle Between the QMS Tools

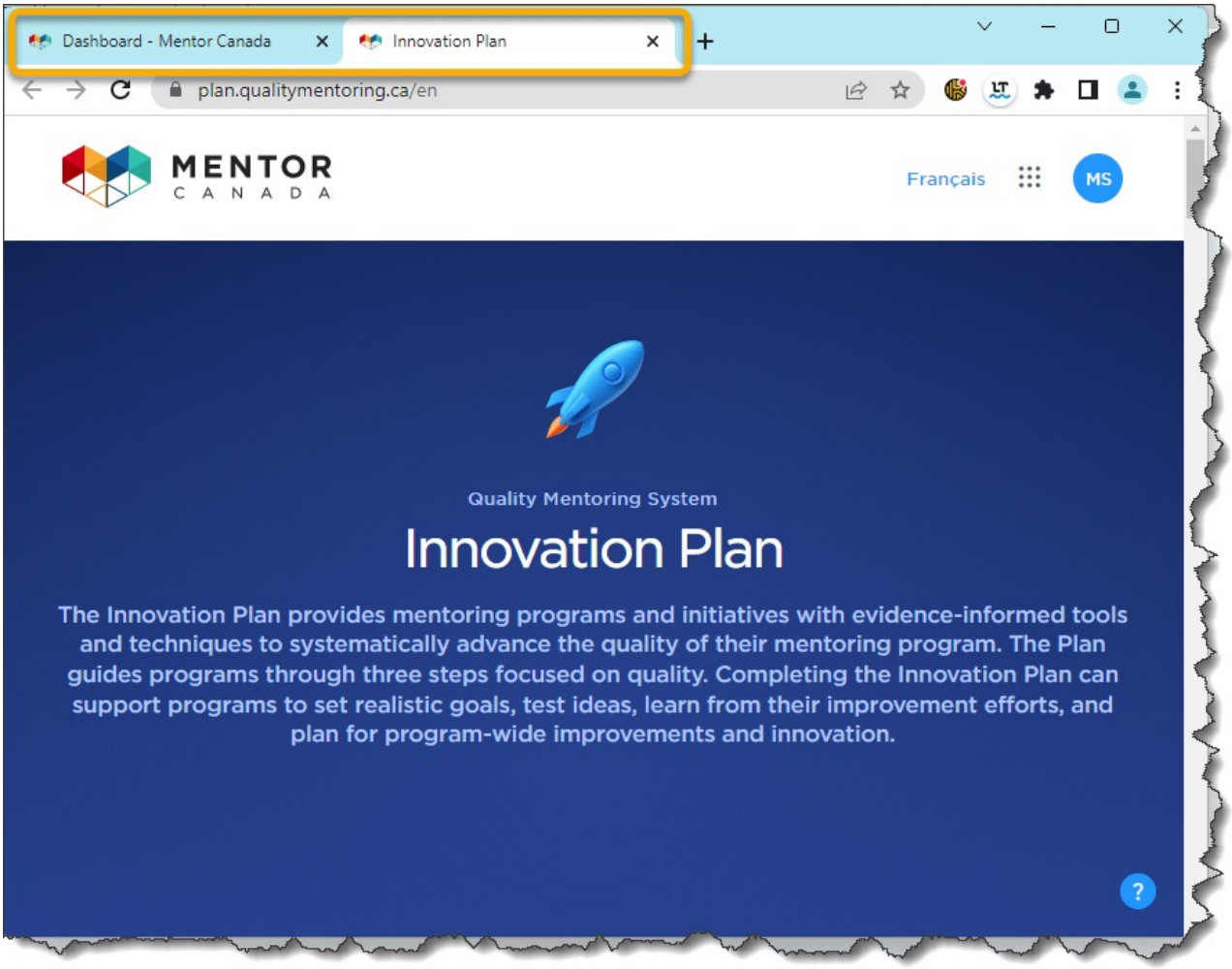
- From the QMS Dashboard
- From a Specific Tool Page

From the QMS Dashboard

1.0 To toggle between the different QMS tools from the dashboard, click the tool name from the dark blue box.



1.1 The selected QMS tool will open in a new browser tab. The current QMS Dashboard page will remain open in a separate tab, allowing you to return and click a different tool if needed.



From a Specific Tool Page

2.0 To toggle between the QMS tools when you already have one of the tool open, click the "App Launcher" icon located at the top right-hand corner.

2.1 This box will come up, giving you the option to click and access another QMS tool.

2.2 The newly selected QMS tool will open in a new browser tab allowing you to toggle between the two open tools.

Innovation Plan
Principles of Quality Mentoring
assessment.qualitymentoring.ca/en/get-started
MENTOR
CANADA

NEXT

Manage Your Account

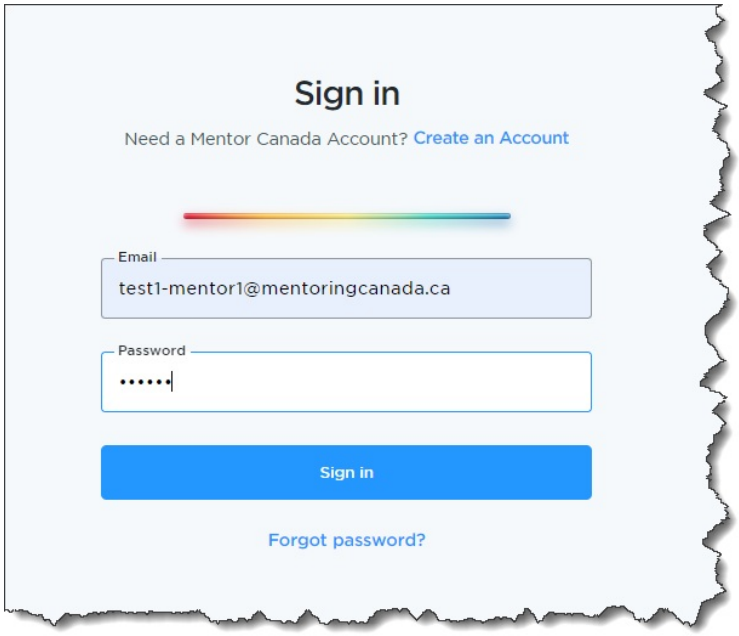
- Update Your Profile Information

Update Your Profile Information

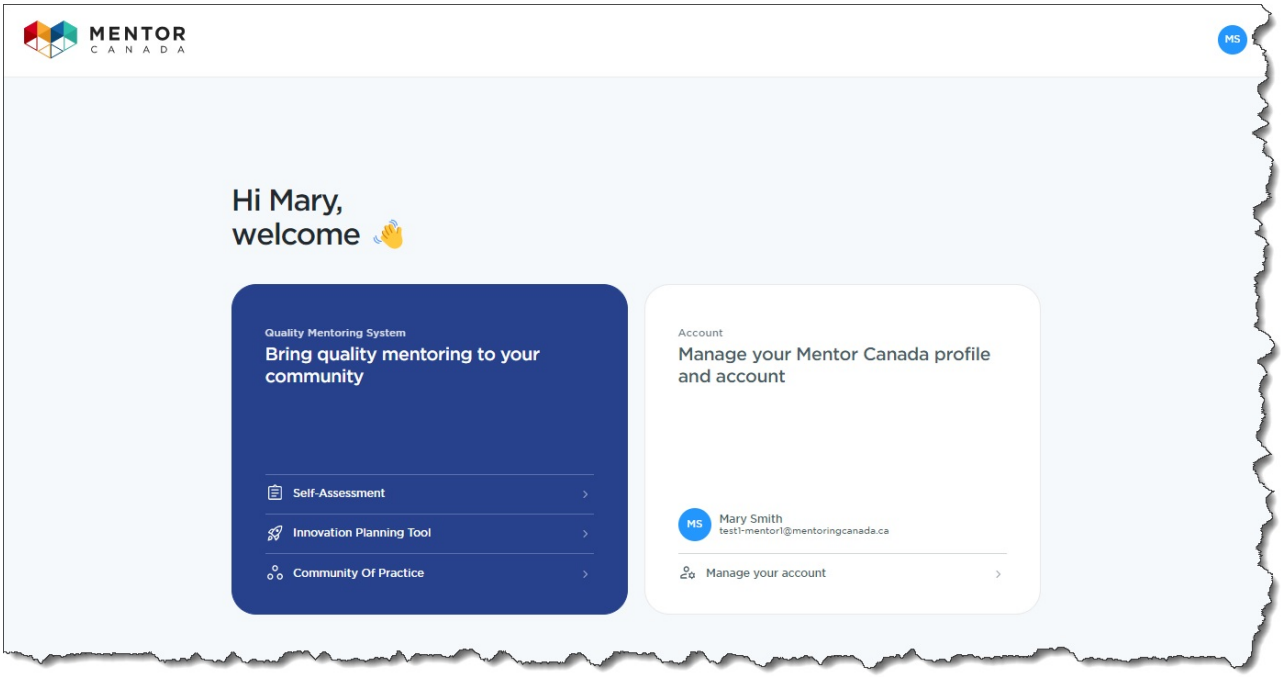
This function allows you to update your profile information, more specifically:

- First and Last Name
- Preferred Language
- Country of residence
- Province or Territory

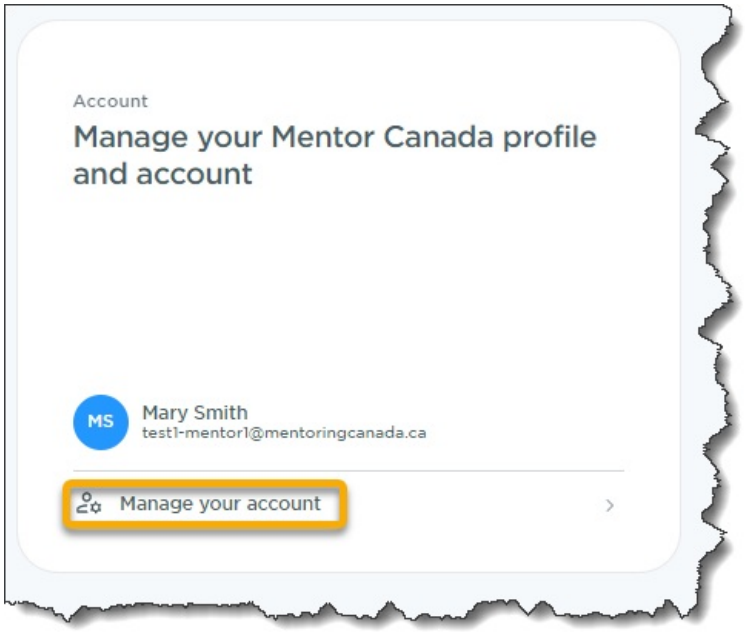
1.0 To manage your account, you need to connect to QMS. **Go to services.qualitymentoring.ca**,enter your credentials and click Sign in



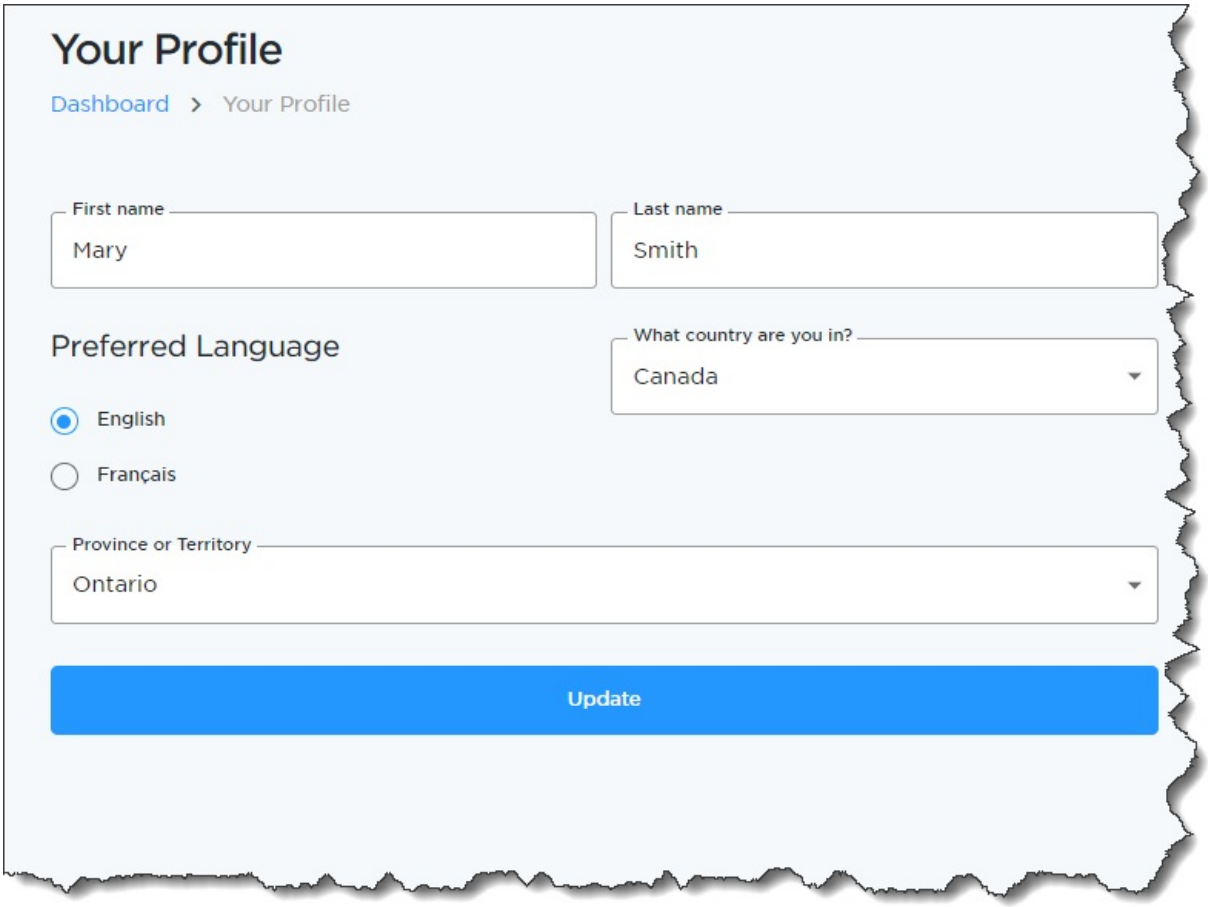
1.1 You will be brought to your personal dashboard where you can access the different QMS tools and manage your account.



1.2 Click Manage your account under your name.



1.3 Your profile page will open and from here you can make changes and click Update



NEXT

Change Display Language

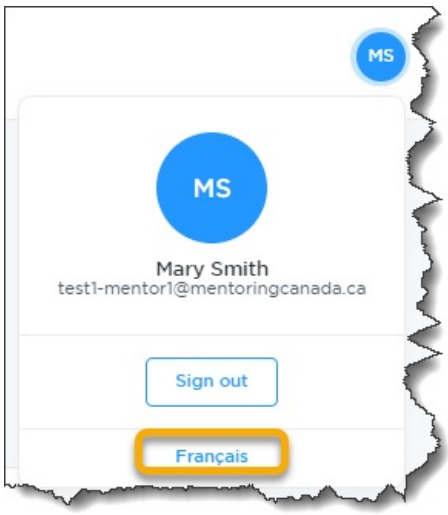
- Change Display Language

Change Display Language

The QMS system is available in both English and French.

1.0 To change the current displayed language on any of the QMS page, look for the circle icon containing your initials at the top right-hand corner of the page. Click the icon.

1.1 This box will open, click the language to display.



1.2 You can also look for the language toggle button FR in the header to switch the language.

NEXT

Program Assessment

Tips for Completing the Principles of Quality Mentoring Self-Assessment

- Be as Honest and Forthcoming as Possible
- Complete the Self-Assessment as a Team or Organization
- Set Aside Sufficient Time and Limit Distractions
- Complete Each Principle in the Order that Works Best for You
- Use the Self-Assessment to Track Progress

Be as Honest and Forthcoming as Possible

The goal of the self-assessment is to help programs identify areas of strength and areas for innovation. Balanced and accurate answers are necessary to identify and prioritize areas for enhancement and innovation opportunities.

Complete the Self-Assessment as a Team or Organization

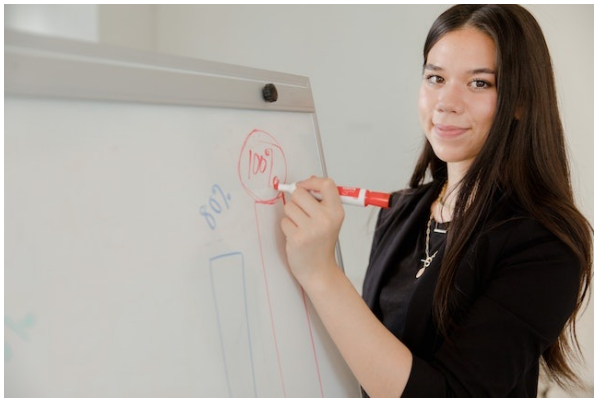
Completing the self-assessment collectively will ensure that the responses are accurate and balanced and It will generate team discussions. If the program has a large team, it is recommended that both front-line and managerial staff members participate since the self-assessment asks questions related to program operations, as well as program design and management.

Set Aside Sufficient Time and Limit Distractions

Set aside about 2 hours if you are completing the self-assessment on your own or 3-4 hours if you are completing it as a team.

Complete Each Principle in the Order that Works Best for You

The self-assessment is not linear, programs can start with the principle they prefer. Use the overview page or the top menu to navigate between principles.



Use the Self-Assessment to Track Progress

Use a cyclical approach and revisit the self-assessment periodically to track progress and improvement.

NEXT

Navigate the Self-Assessment Overview Dashboard

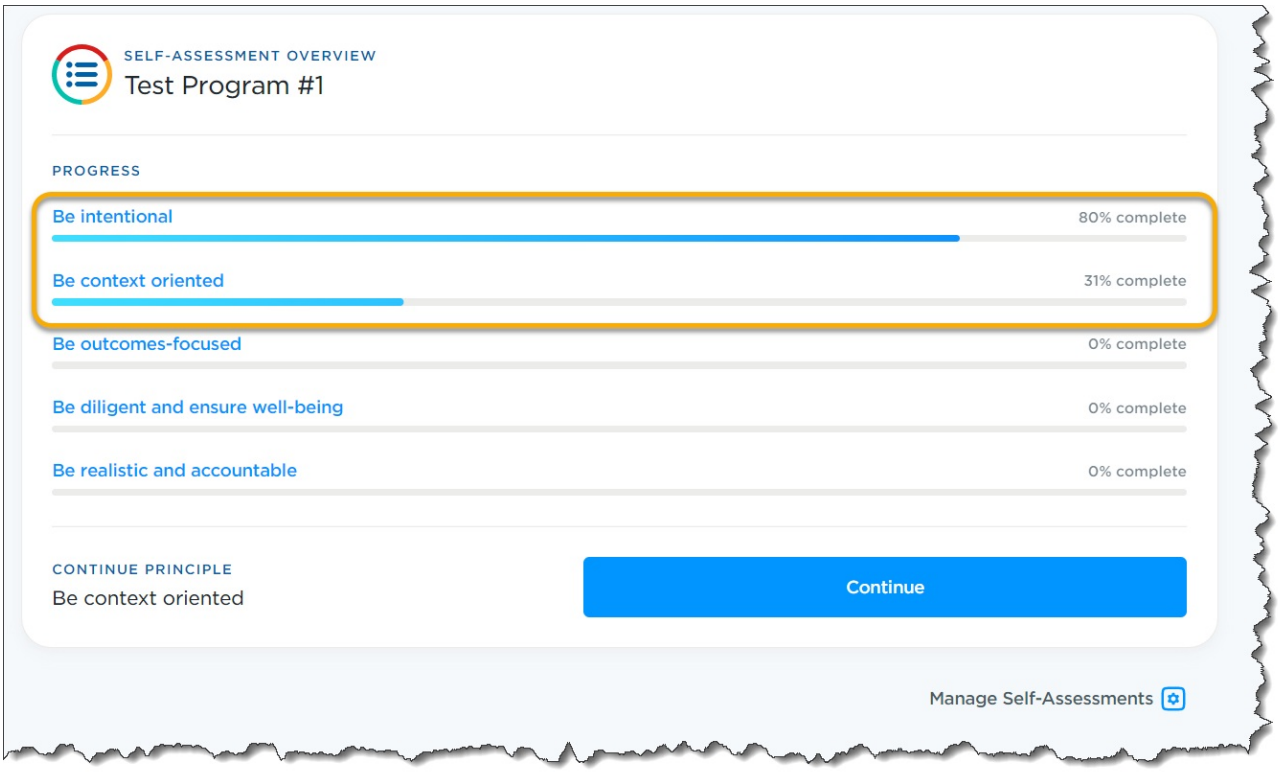
The *Self-Assessment Overview Dashboard* allows you to manage the following elements of the programs assessment:

- View Program Assessment Progress
- Add & Delete Additional Programs
- Toggle Between Programs
- Change the Principle Self-Assessment Language
- Begin a Program Assessment

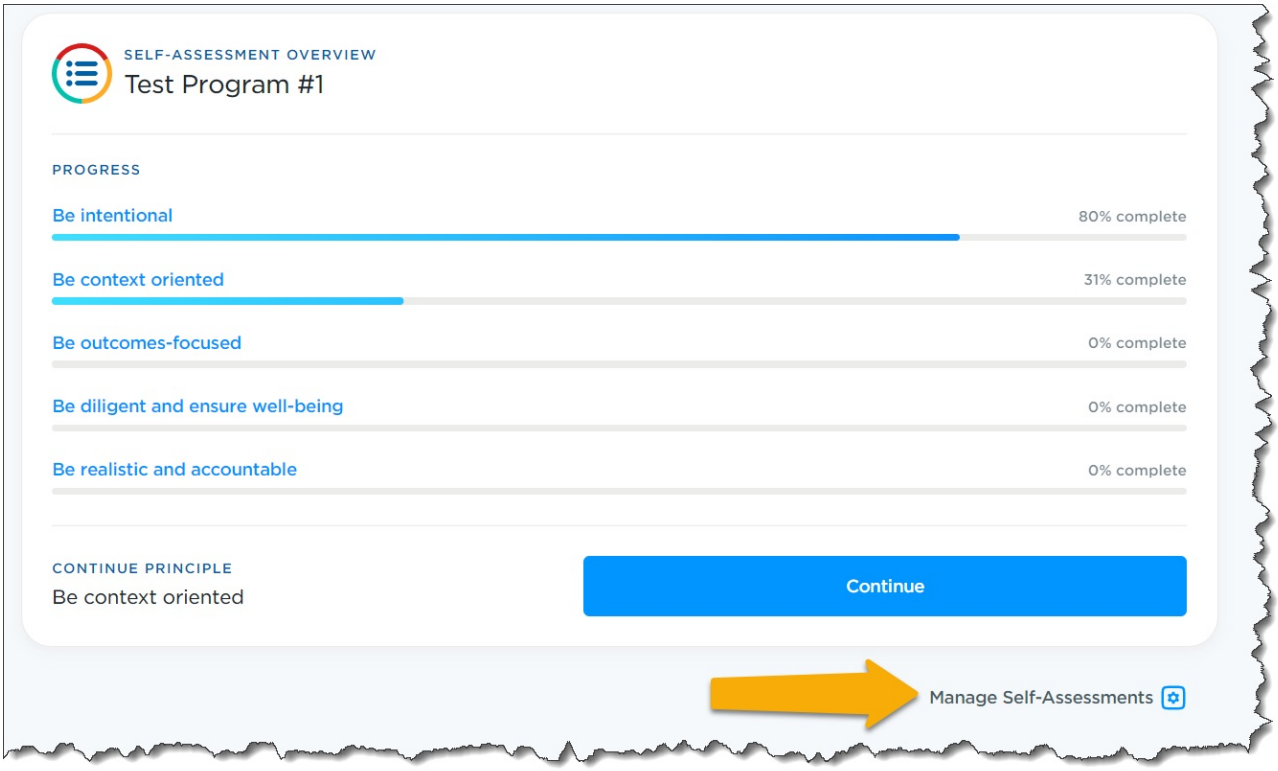
View Program Assessment Progress

1.0 This dashboard displays the progress and completion status for each section of the Principles Framework.

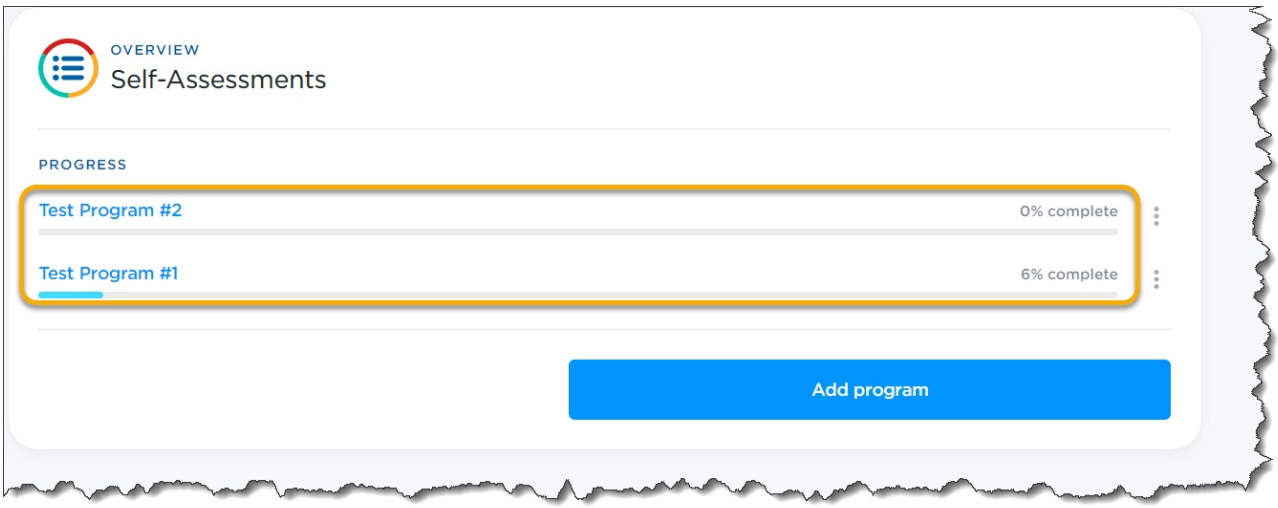
1.1 A blue progress bar as well as a percentage is used to display the progress for each principle.



1.2 If you have multiple program assessments in progress and you wish to see them all at a glance, click Manage Program Assessments at the bottom right-hand side of the dashboard.



1.3 The following page displays the overall completion status of all your program assessments.

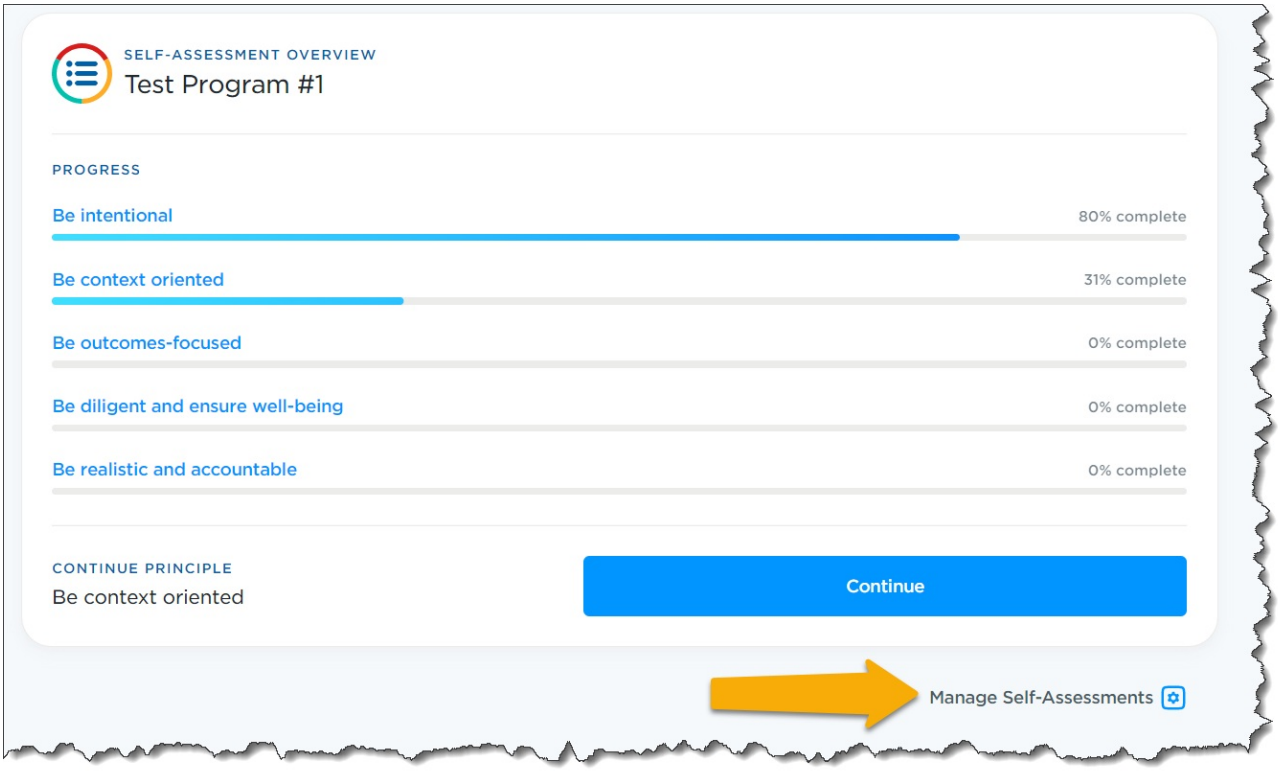


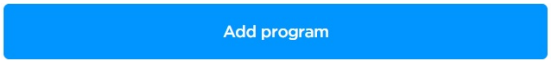
Add and Delete Additional Programs

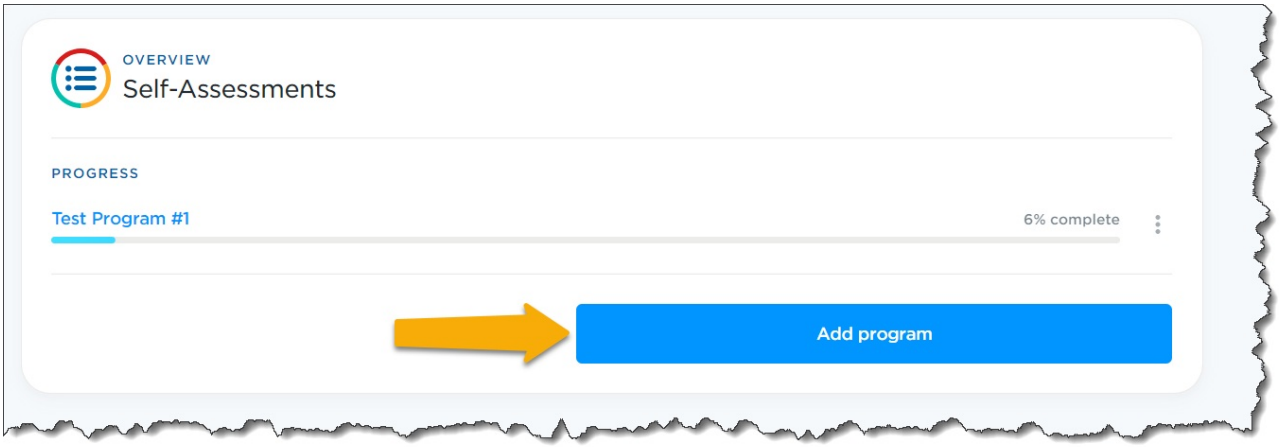
Add

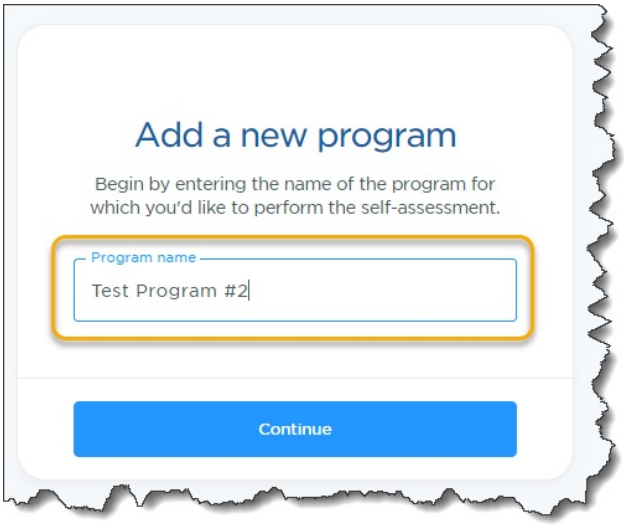
If you have multiple programs to assess, it is possible to add another program from the *Assessment Overview Dashboard*.

2.0 Click Manage Program Assessments at the bottom right-hand side of the dashboard.



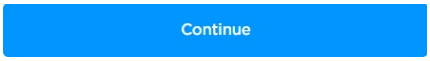
2.1 On the following page, click 



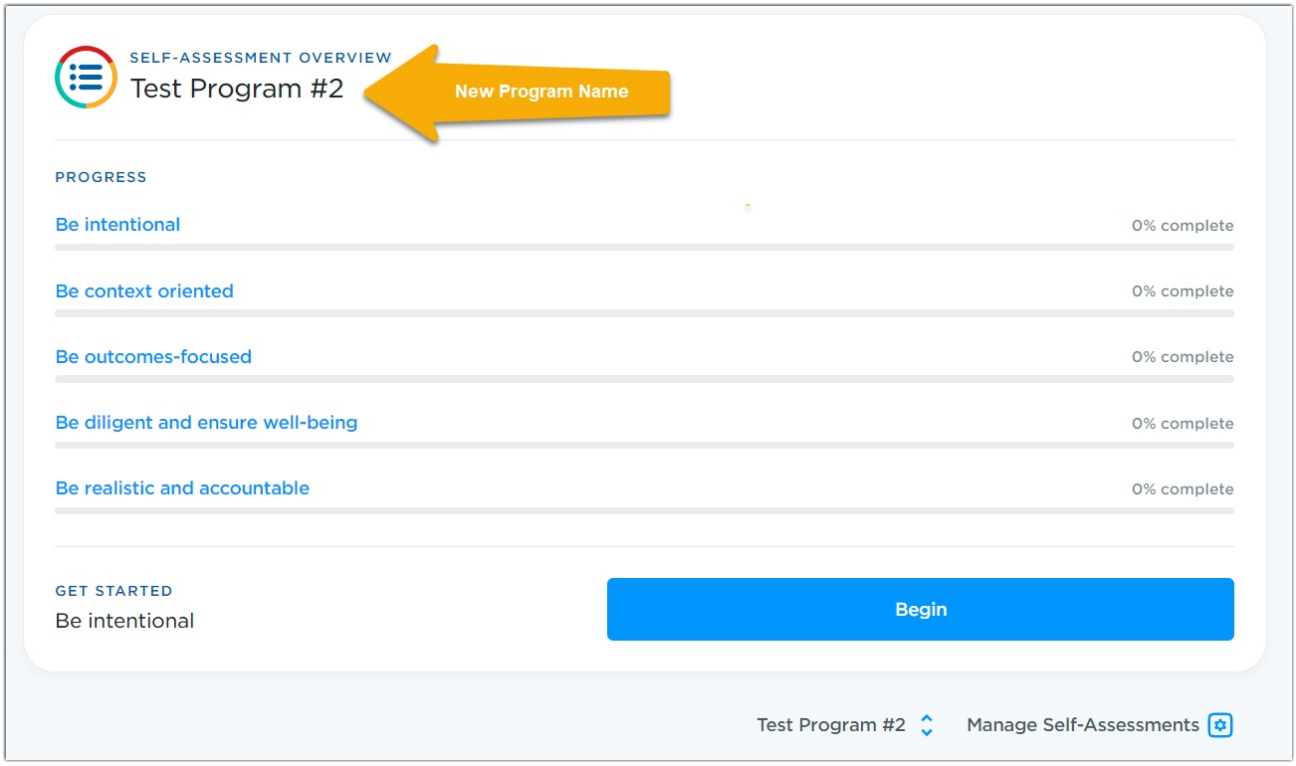


2.2 You will be brought back to the program submission page.

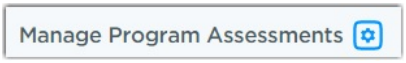
2.3 Enter your new Program Name.

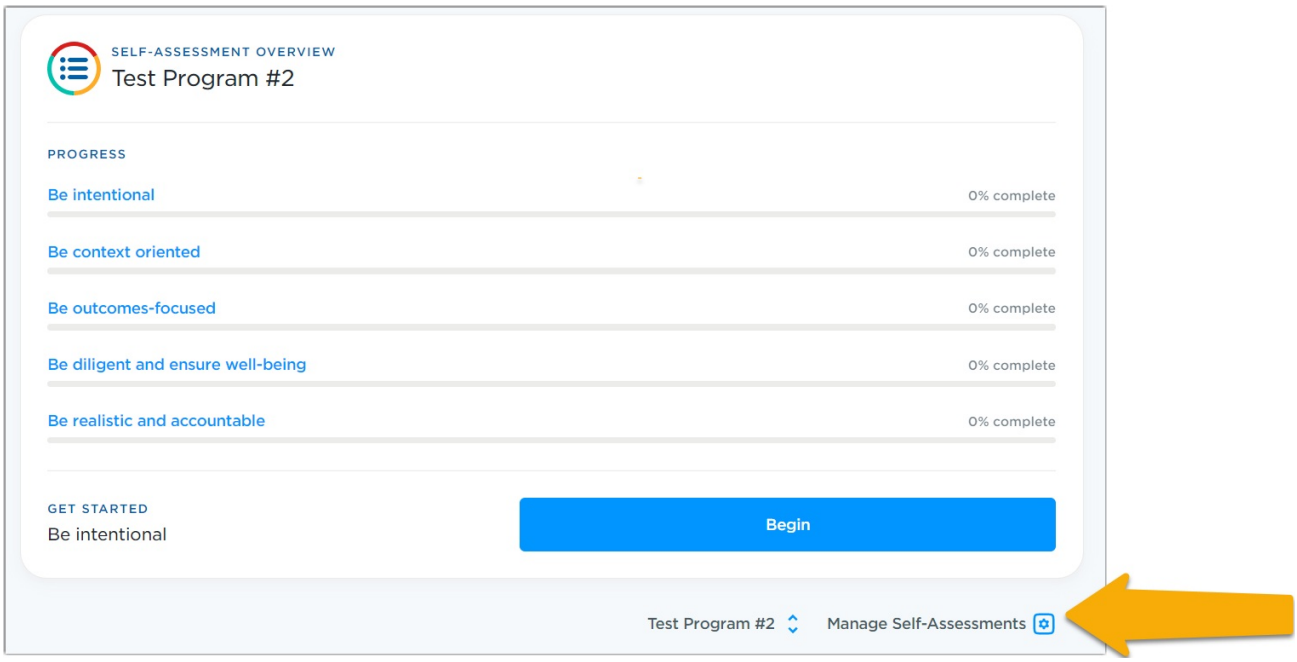
2.4 Click 

2.5 After submitting this additional program, you will be brought back to the *Self-Assessment Overview Dashboard* page but this time the newly submitted program overview is displayed.

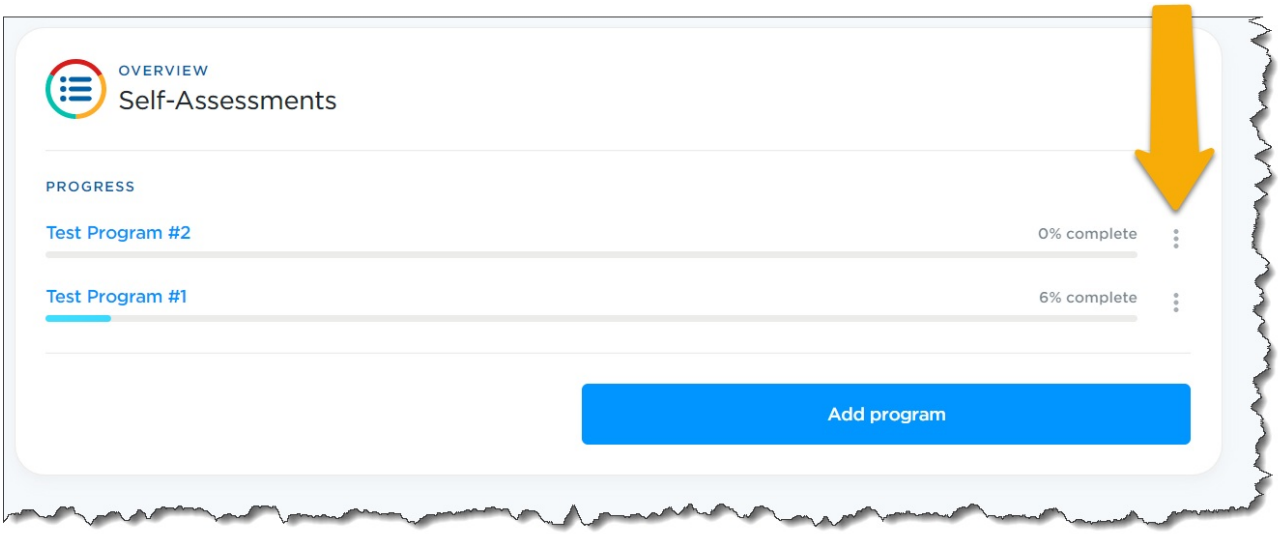


Delete

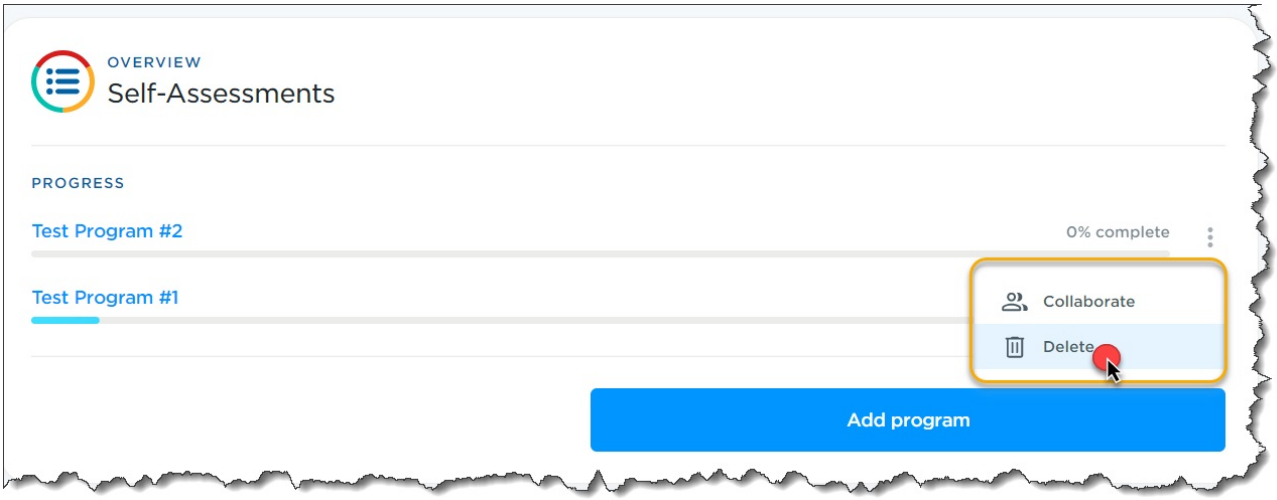
2.6 To delete a program from the self-assessment tool, click  at the bottom right-hand side of the dashboard.



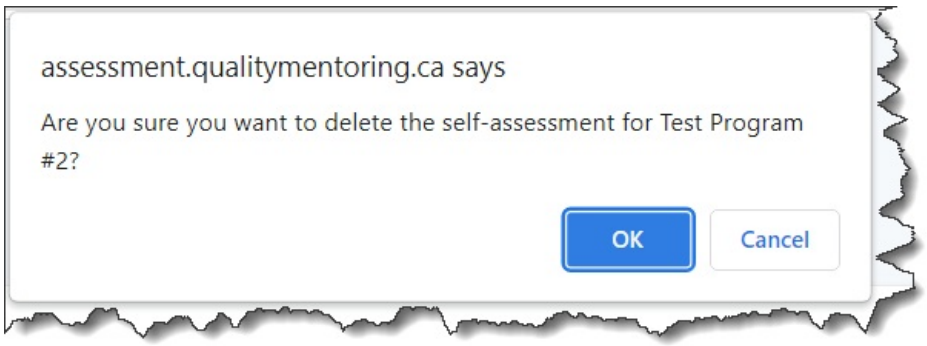
2.7 Click the icon beside the program you wish to delete.



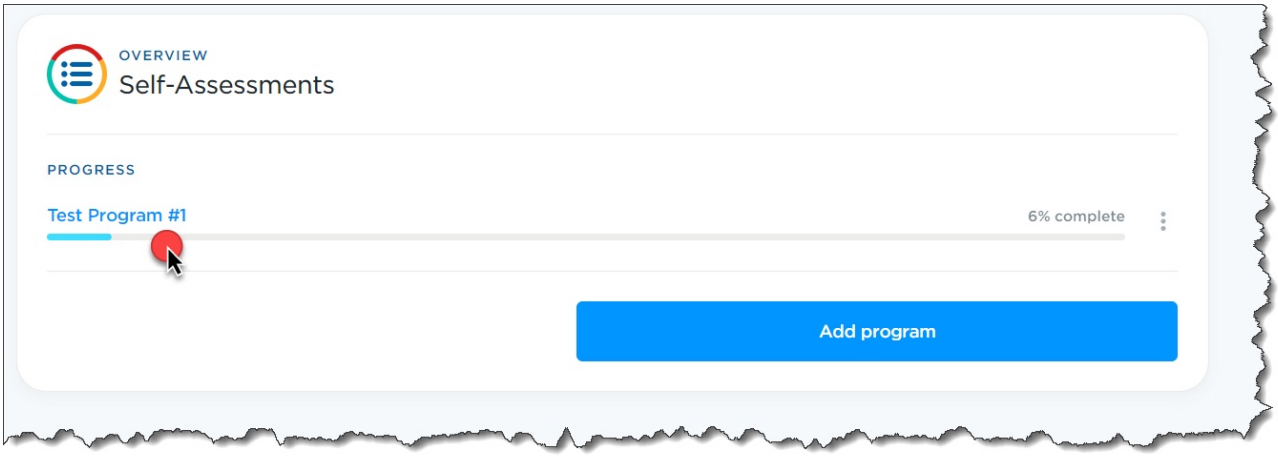
2.8 The options will expand, click Delete



2.9 You will be asked to confirm the deletion, click OK



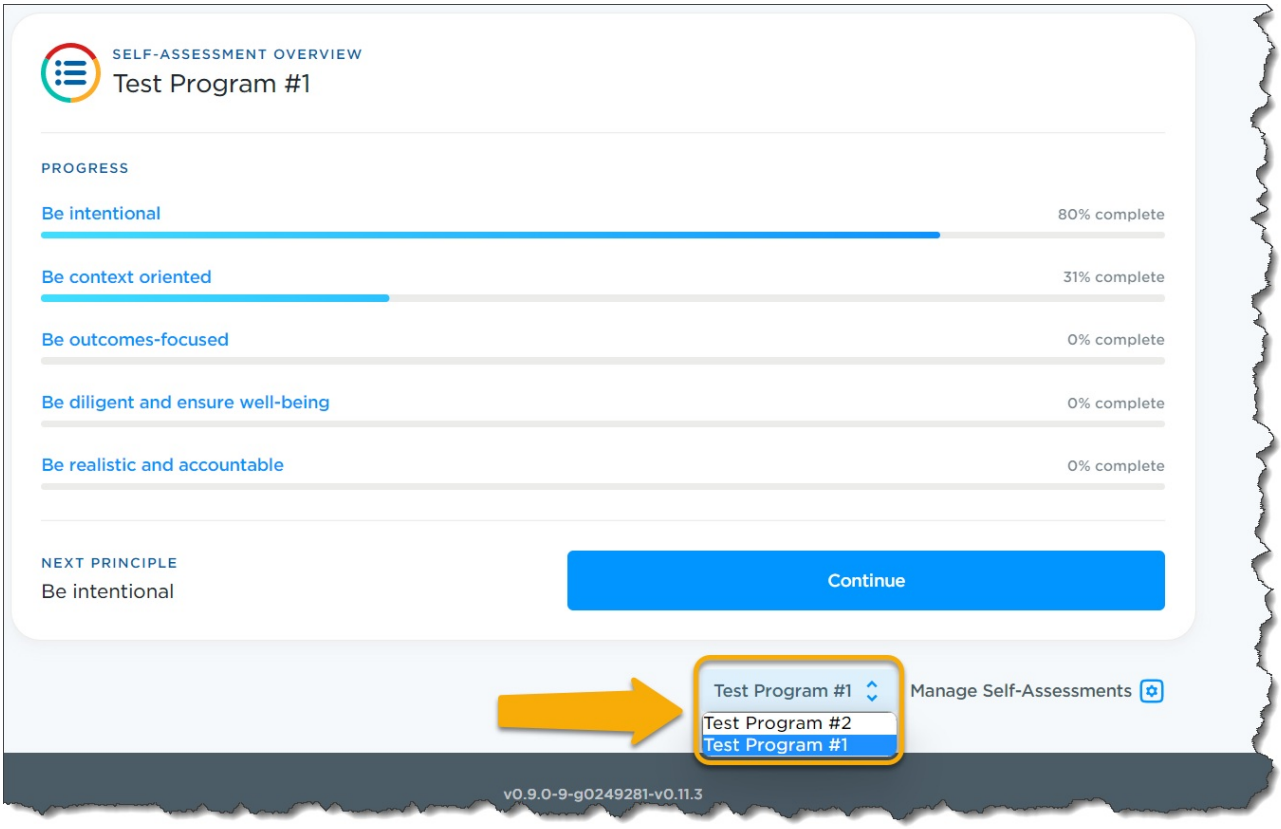
2.9.1 The program is now gone from this page. Click the program name to return to their *Self-Assessment Overview*.



Toggle Between Programs

3.0 If you have multiple programs and wish to toggle between, click the program name drop-down menu at the bottom of the *Assessment Overview Dashboard*.

3.1 Select the program to view to proceed with the view change.



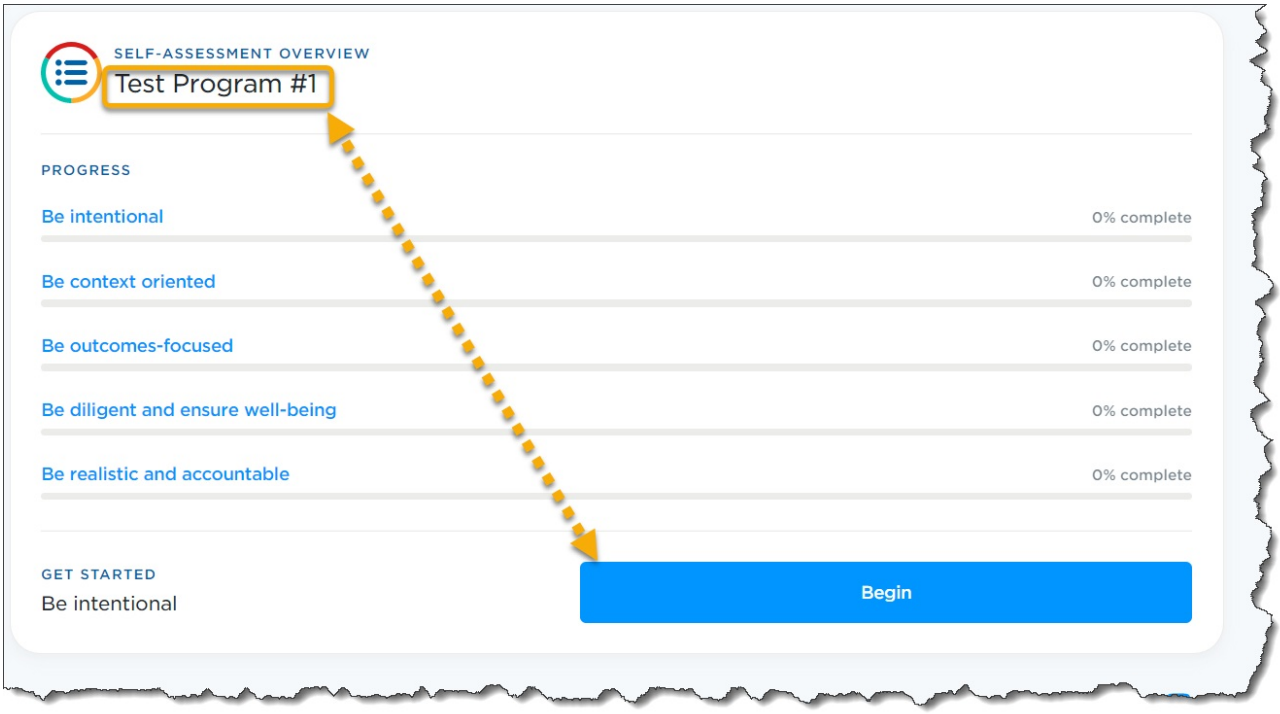
Change the Principles Self-Assessment Language

4.0 The self-assessment is available in both English and French. To change the displayed language, click the language icon FR in the top right-hand corner.

Begin a Program Assessment

5.0 To get started with a program assessment, make sure the correct program is listed at the top of the page and click

Begin


SELF-ASSESSMENT OVERVIEW
Test Program #1
PROGRESS
Be intentional
0% complete
Be context oriented
0% complete
Be outcomes-focused
0% complete
Be diligent and ensure well-being
0% complete
Be realistic and accountable
0% complete
GET STARTED
Be intentional
Begin

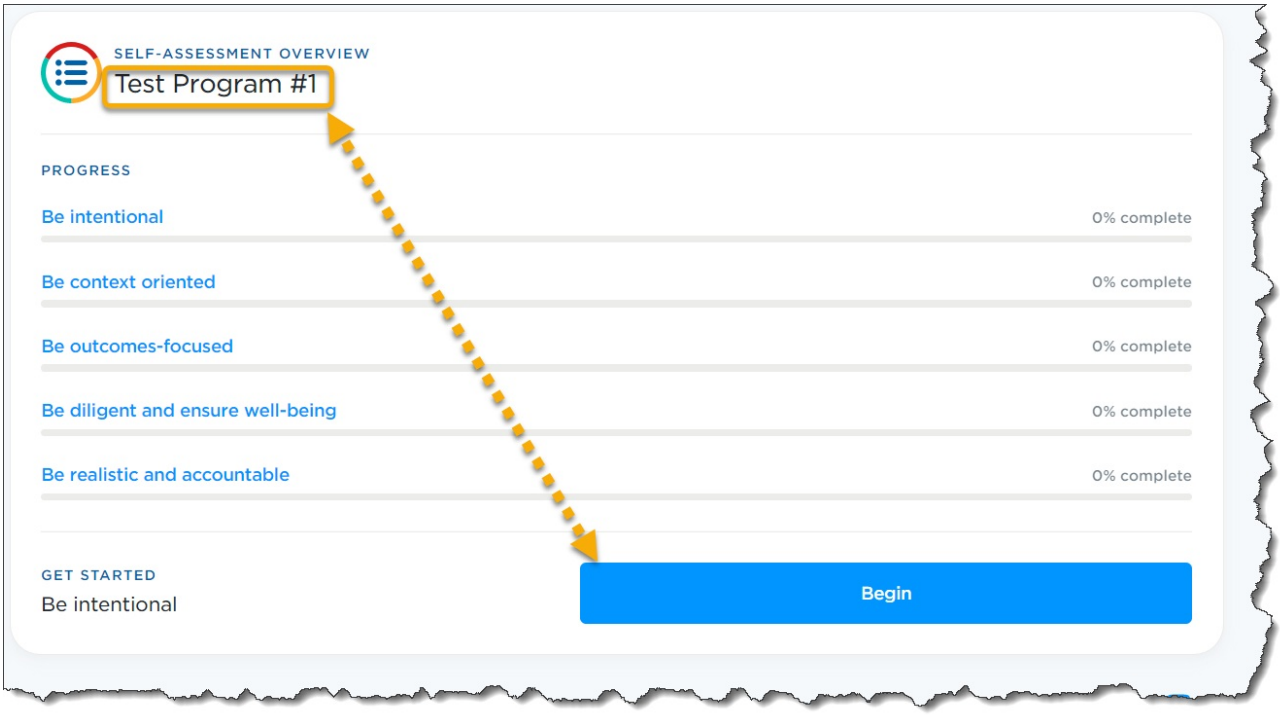
NEXT

Take the Assessment

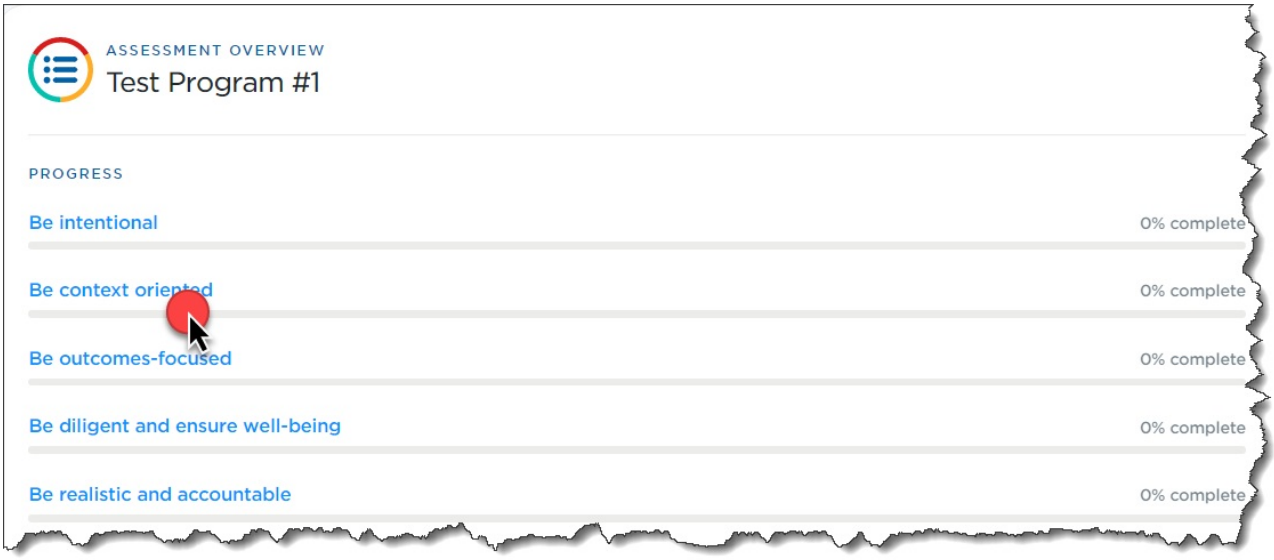
- Begin a Program Assessment
- Principle Introduction
- Header & Footer
- Principle Assessment Questions
  - Edit your Answer
  - Being Unsure About a Question
  - Ranking Questions
  - Cumulative Questions
  - Tools & Resources
  - Personal Notes
- Completion of a Principle Assessment

Begin a Program Assessment

1.0 As mentioned in the previous article, to get started with a program assessment, make sure the correct program is listed at the top of the page and click Begin



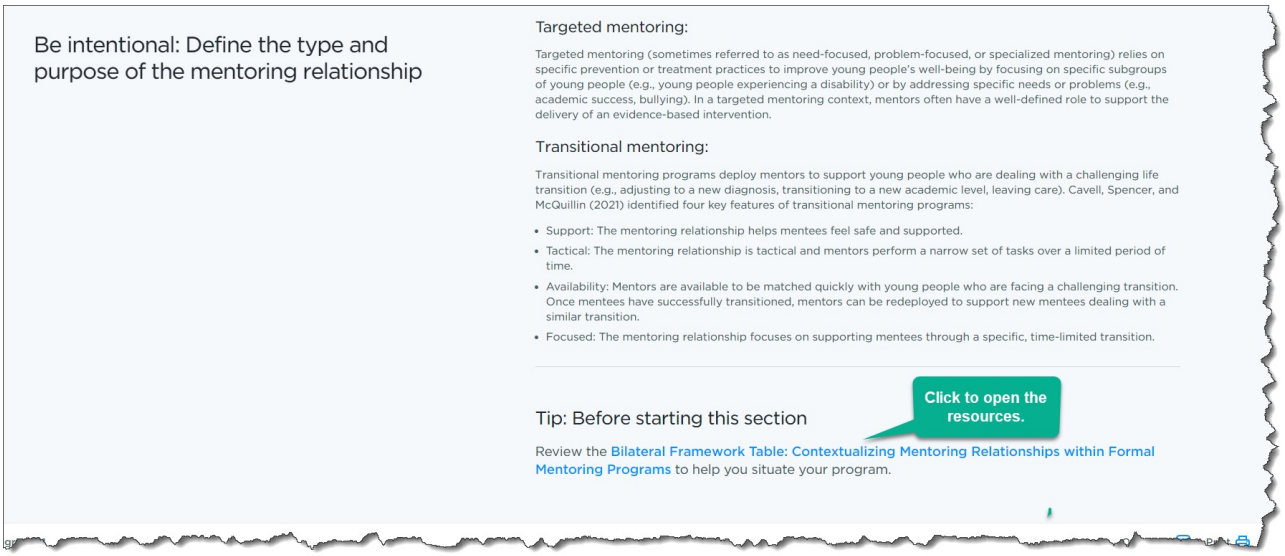
1.1 Alternatively, you can click on any of the principle title to begin with a specific principle.



Note: Even though the assessment can be done by starting with any of the principles, it is recommended to start at the top with the "Be intentional" principle. The fourth principle "Be diligent and ensure well-being" is dependant of the answers entered in the "Be outcomes-focused" principle section and therefore should be done after completing the previous section.

Principle Introduction

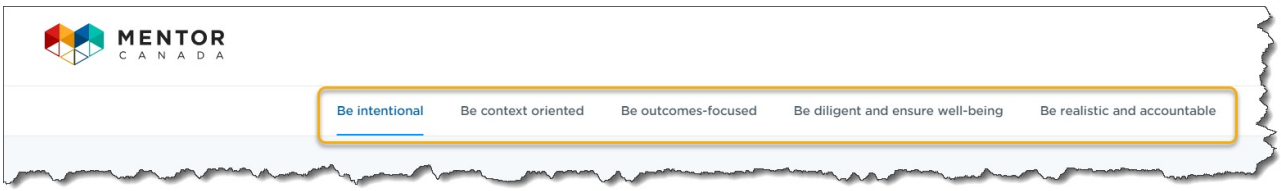
2.0 When you click on a principle, you will be presented with introductory evidence-based information regarding this principle, as well as some recommended readings before starting your assessment. Taking the time to read it will help you gain context and will facilitate the process of answering each question of the assessment.



Header & Footer

3.0 The header of the assessment page has tabs for each principles.

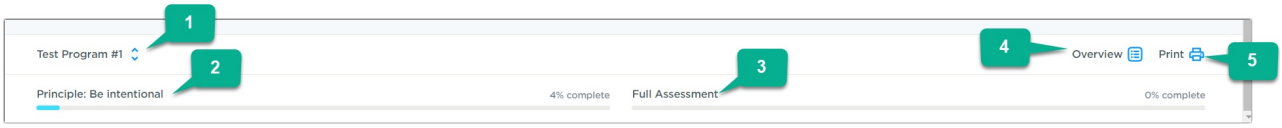
3.1 Click any of the tabs to access a specific principle assessment page.



3.1.1 The principle highlighted in blue is the one in which the user is currently working.

3.2 The page footer presents a few actions that you can take during the assessment.

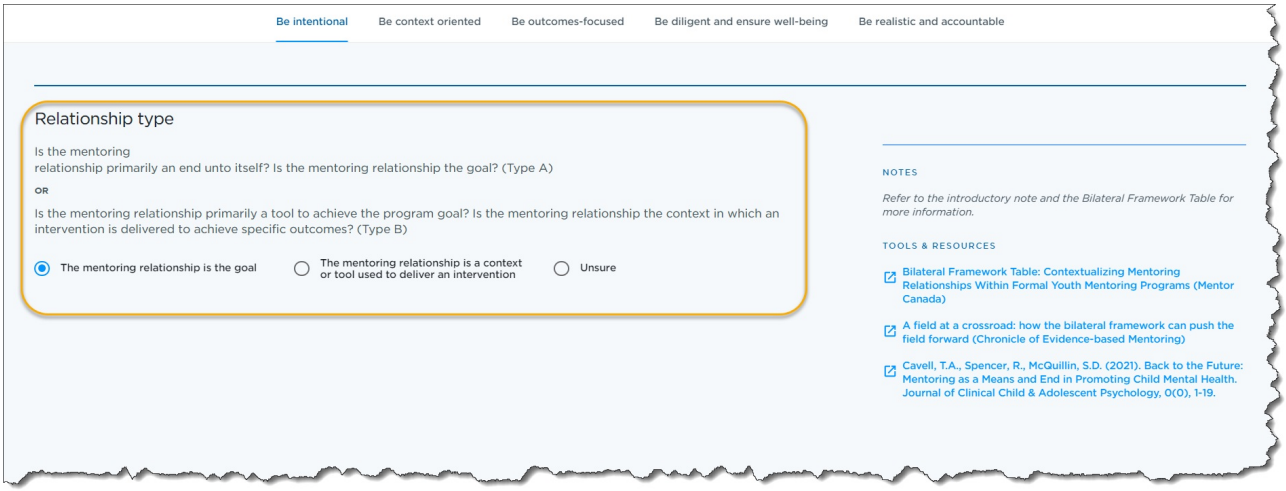
1. Toggle between programs from the assessment page.
2. View the progress status of the current principle being assessed.
3. View the completion status for the entire program assessment.
4. Click "Overview" to return to the *Assessment Overview Dashboard.*
5. Click to print the assessment including the responses and notes you have already entered.



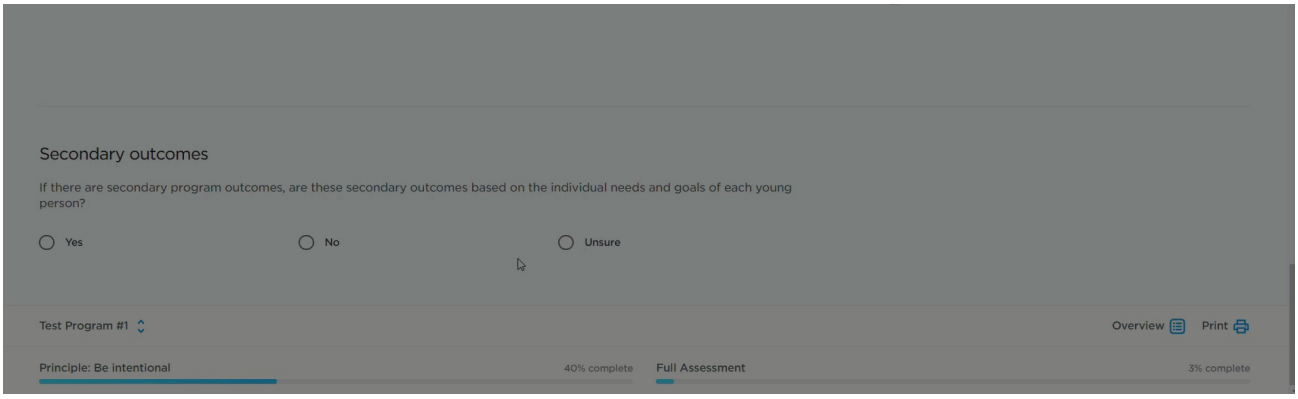
Principle Assessment Questions

Notes: The principles assessment does not need to be completed in one sitting. Users are free to leave and return to the assessment as the responses are automatically saved. Users are allowed to retake the assessment and update their answers if needed.

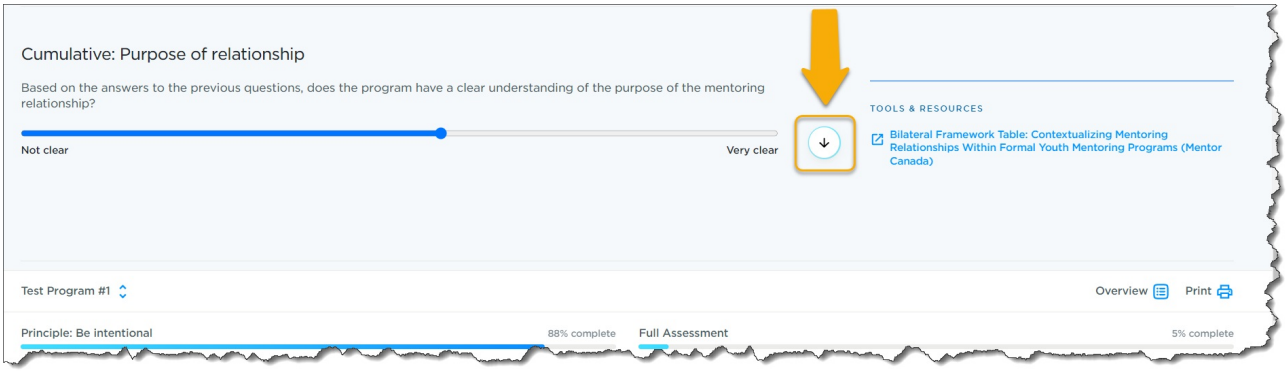
4.0 To start the assessment of a principle, scroll down pass the introduction to view the first question.



4.1 New questions will appear on screen as you are answering. You cannot move to another question until you answer the one currently displayed on screen.

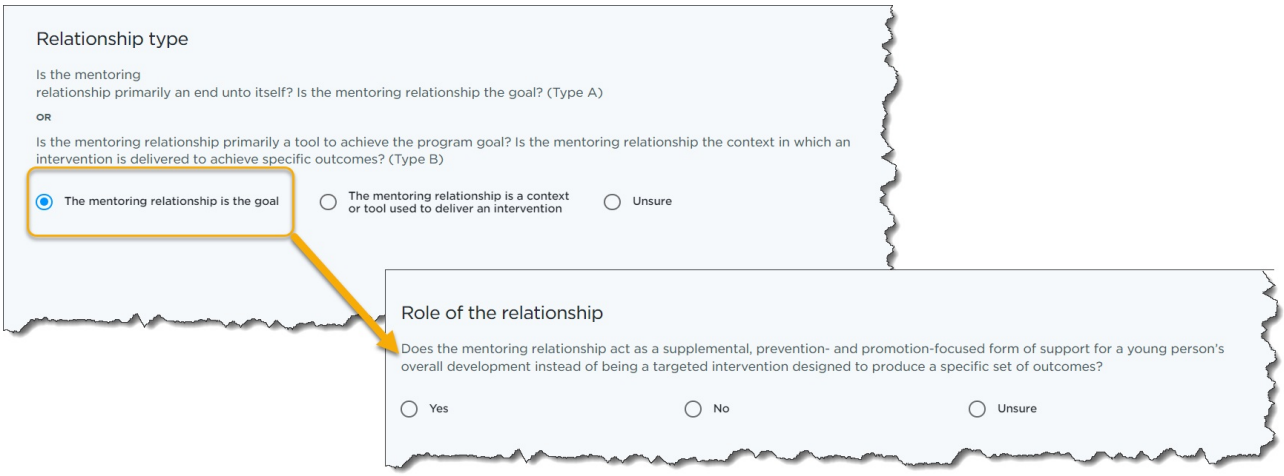


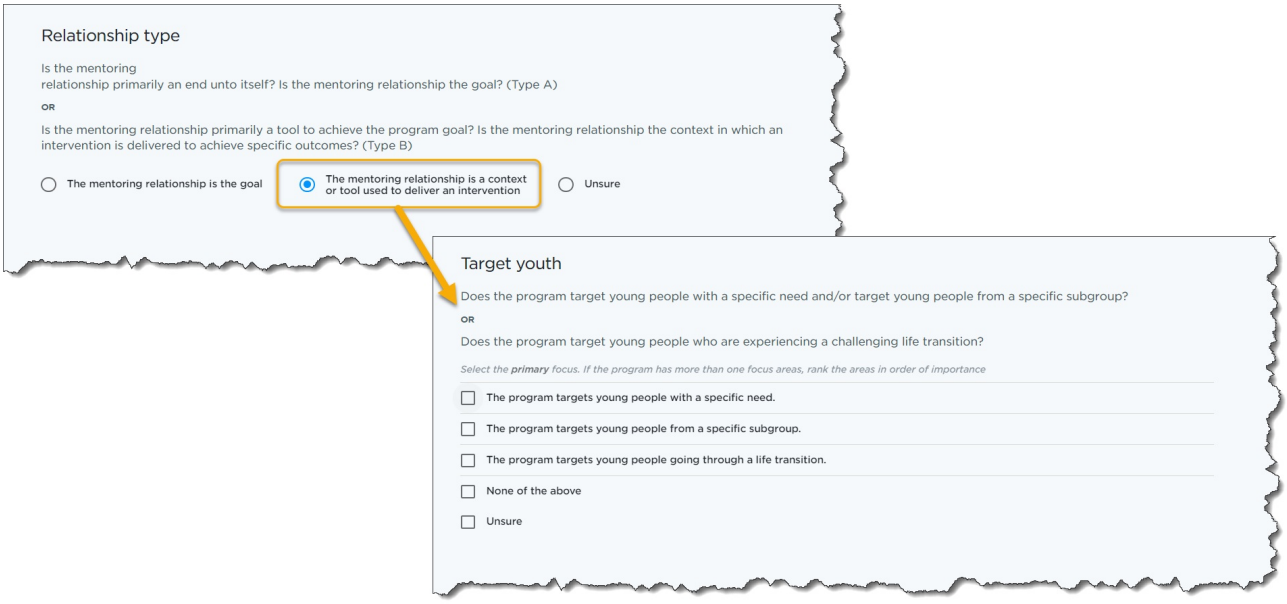
4.1.1 After you answer a question, an arrow pointing down appears indicating a new question is ready for you to answer below. Click the arrow to be brought to the next available question.



4.1.2 What follow depends on the answer entered. Therefore, the assessment can unfold differently from a program to another based on the answers.

Example: Below is the first question of the "Be intentional" principle. The subsequent question is based on the answer selected in the previous question.





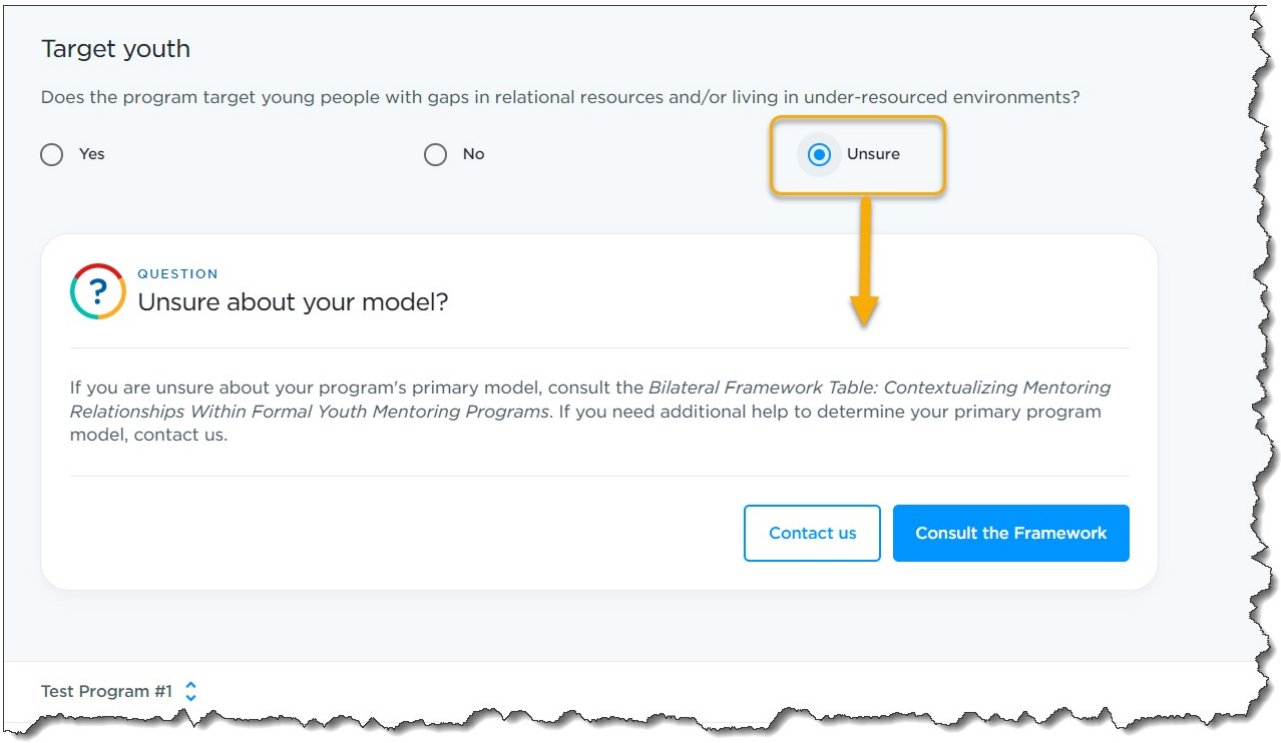
Edit Your Answer

4.2 If you need to edit your answer to a previous question, scroll back up to the question and make a new selection.

⚠ **Important:** Please note that updating an answer will reset all answers already entered in subsequent questions.

Being Unsure About a Question

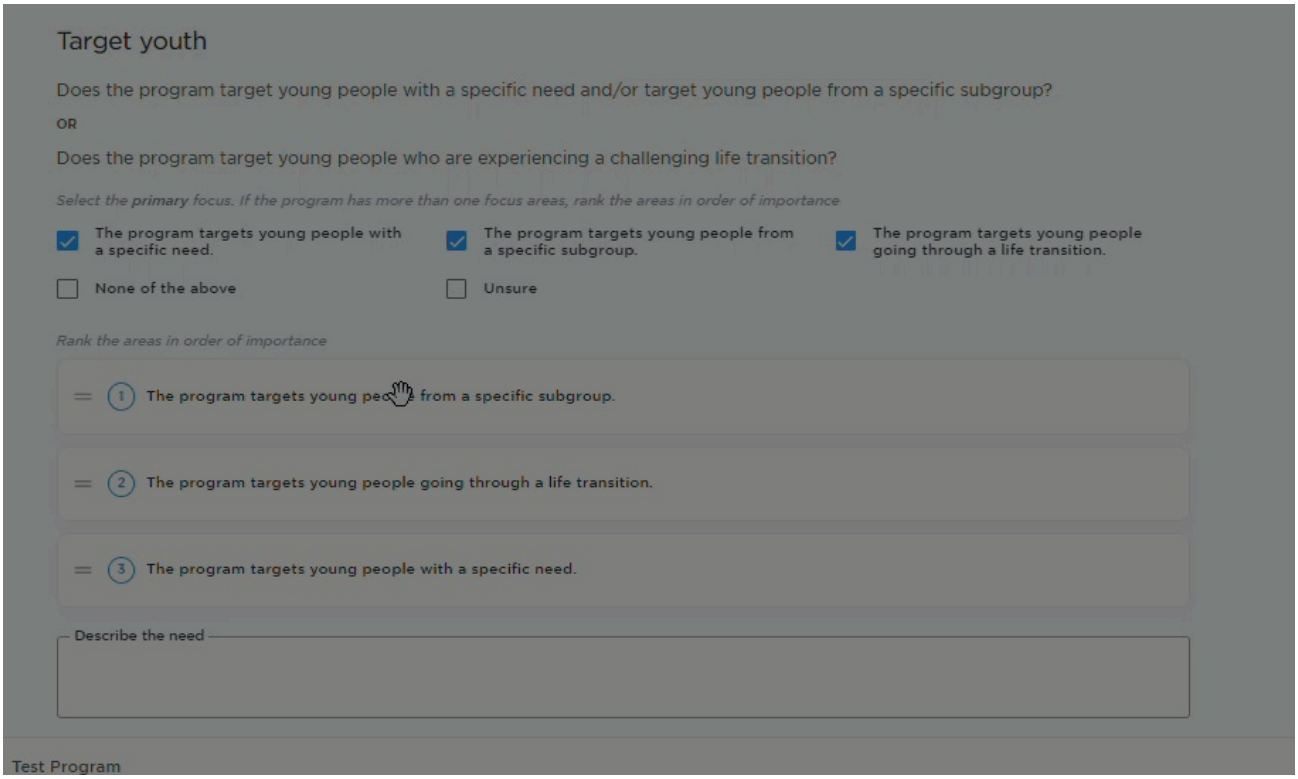
4.3 When you answer "Unsure" to an assessment question, you will sometimes be invited to consult an evidence-based resource to help you determine the answer. You will also have the option contact us for additional support.



Ranking Questions

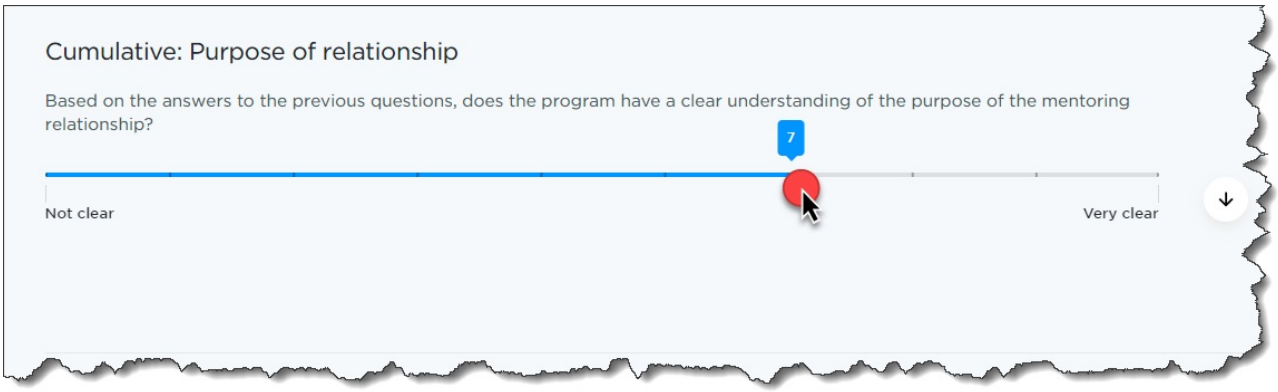
4.4 Depending on the question, when making multiple selections, you may be asked to rank your answers in order of importance.

4.4.1 To rank your answers in order of importance, hold and drag the answer in the correct order.



Cumulative Questions

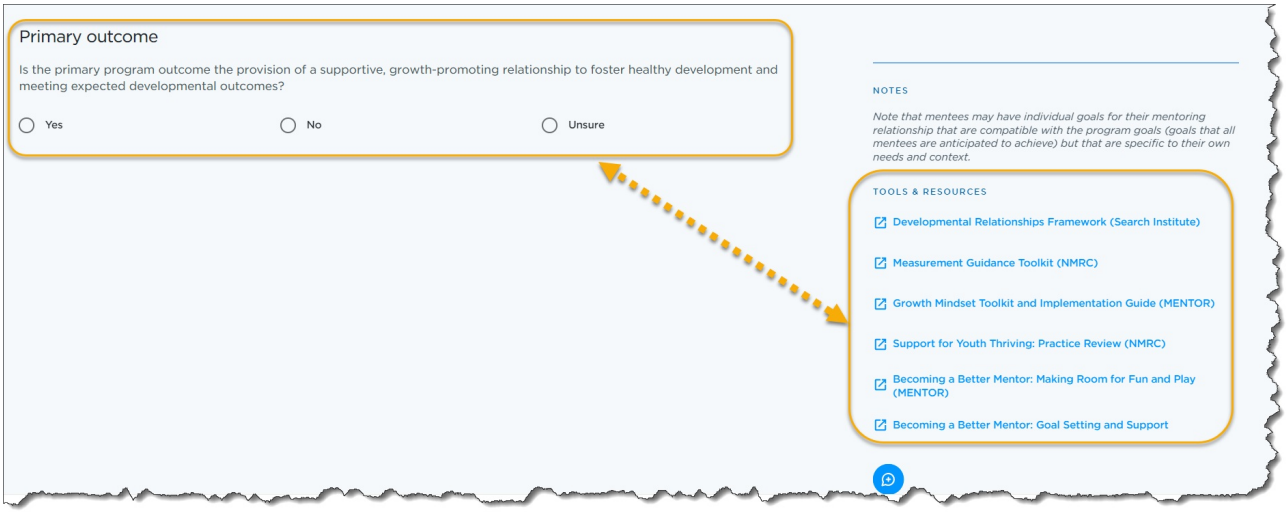
4.5 At the end of a principle assessment, you will be invited to scale your understanding of an element of the principle being assessed. Use the slider on the scale to indicate your level of comprehension.



Note: The cumulative questions are offered to programs as a reflection tool only, your answers are not shared by Mentor Canada.

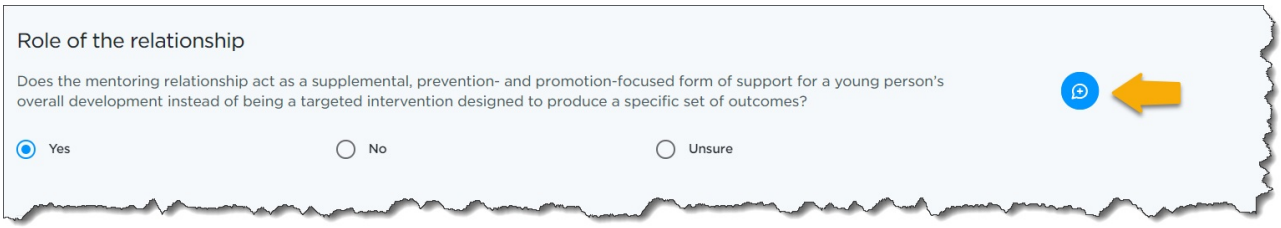
Tools & Resources

4.6 Additional tools & resources are offered in conjunction with some questions to assist you with the answer. Click any of the tools & resources to view.

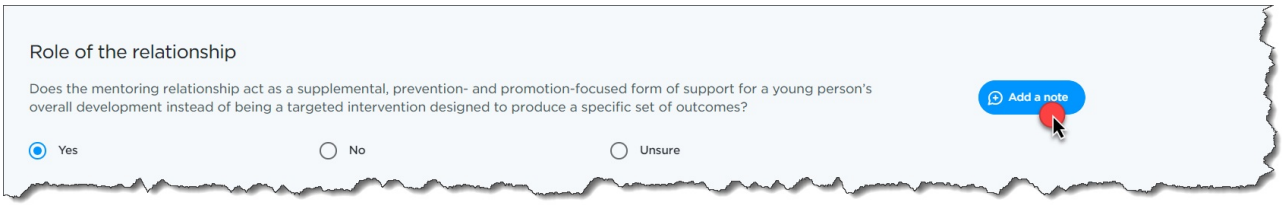


Personal Notes

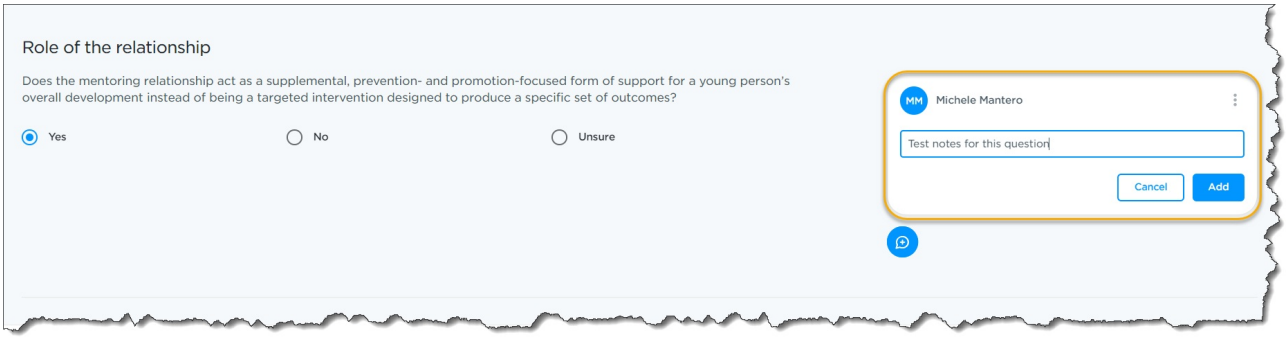
4.7 You will notice the following icon on the right-hand side of the screen. This is a tool that allows you to enter notes regarding any of the principles assessment question.



4.7.1 Hover your cursor on top of the tool to see it expand.

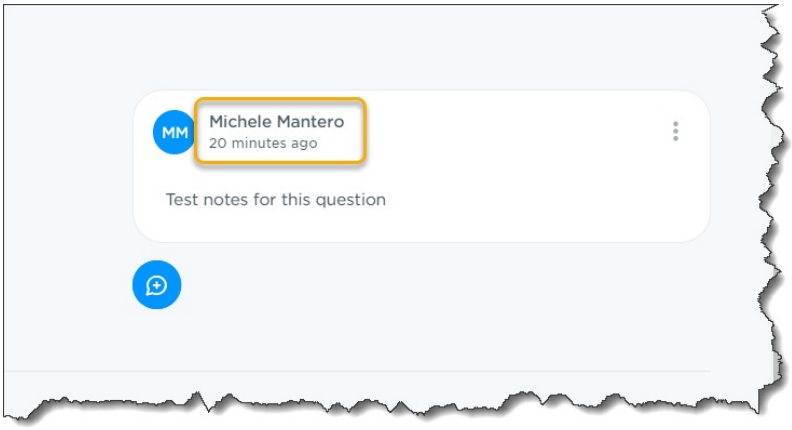


4.7.2 Click the tool to add your notes in the box and then click Add to save.

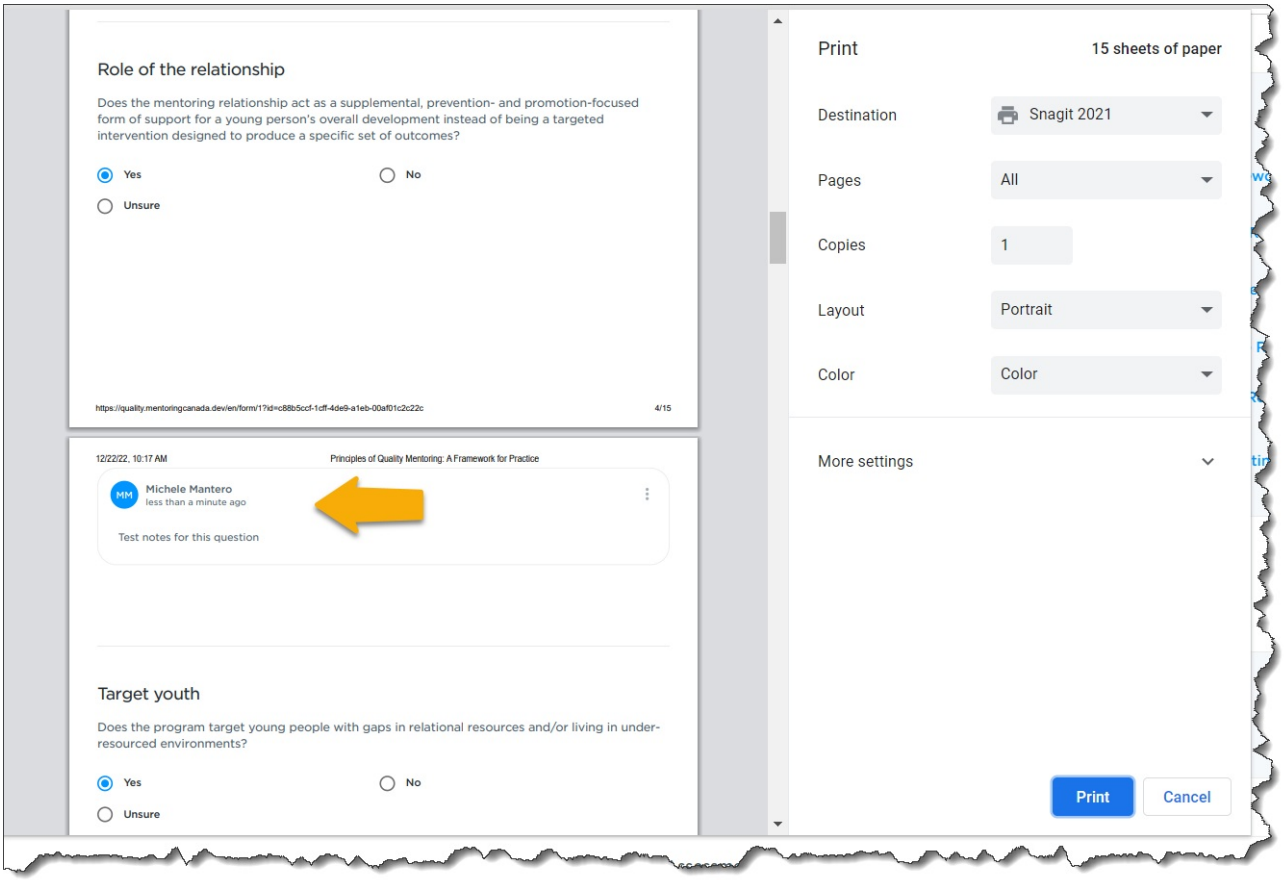


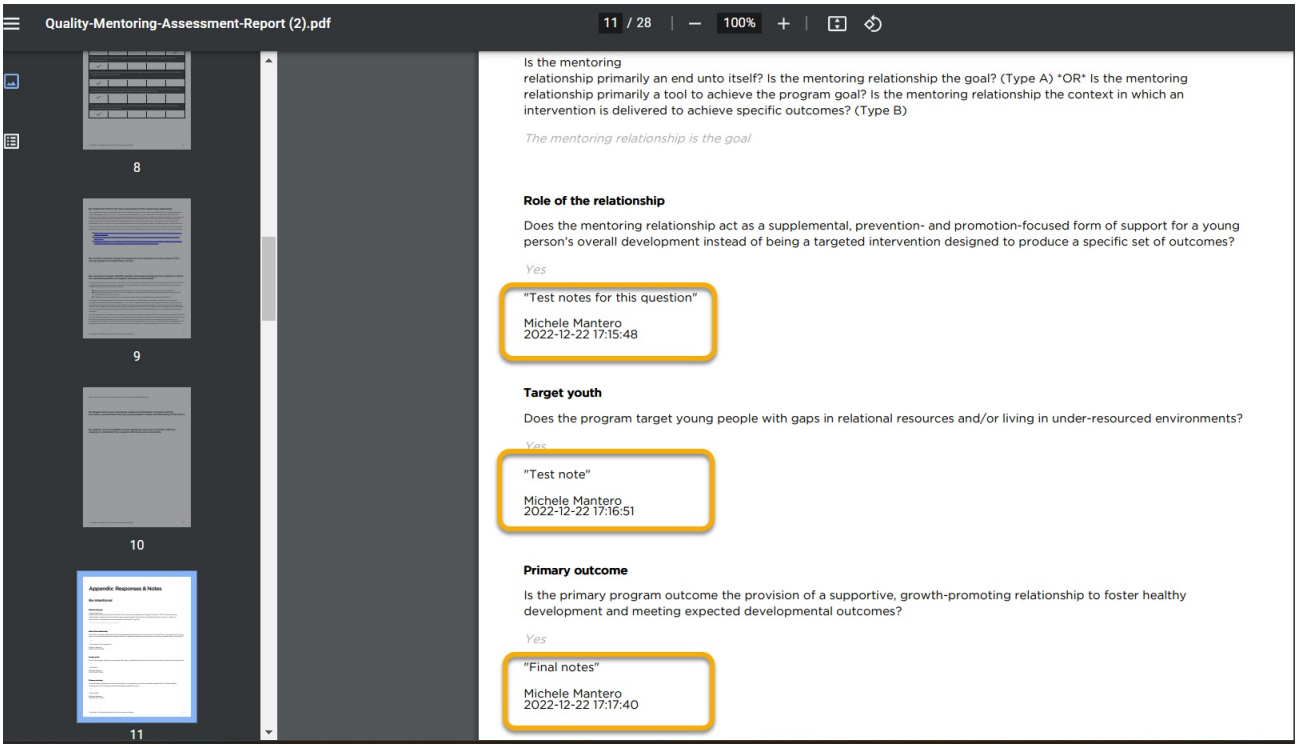
4.7.3 You can add multiple notes beside one principle assessment question.

4.7.4 Your notes are now visible beside the question with a time stamp and your name.



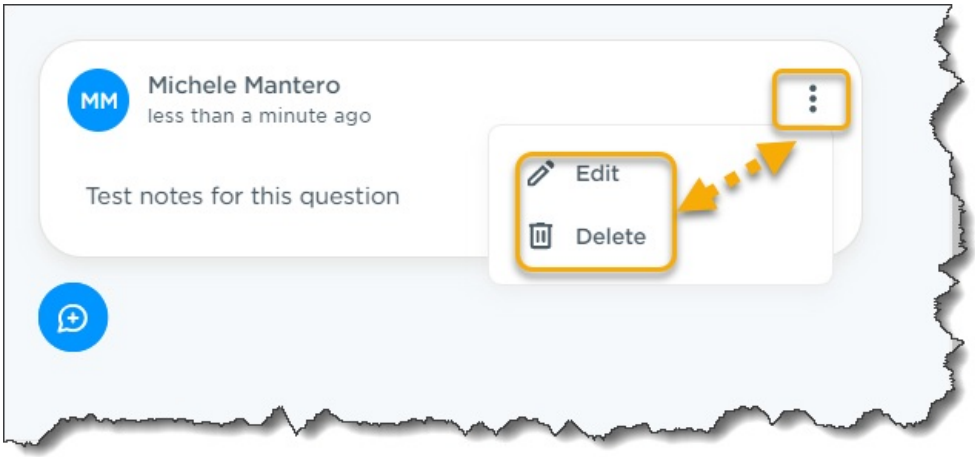
Note: The notes are captured on the printable version of the unfinished assessment and in the PDF version available for download once the full assessment is complete.





[Edit or Delete Notes]

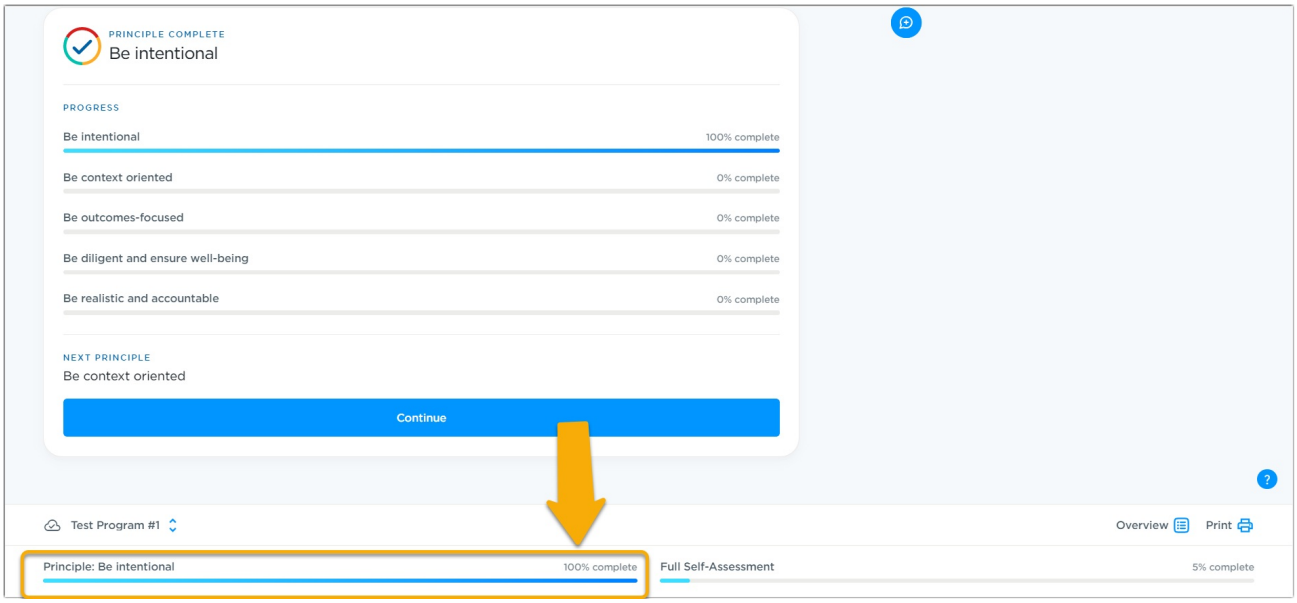
4.8 To edit or delete notes, click the 3 dots in the notes box to reveal the "Edit" and "Delete" actions.



Completion of a Principle Assessment

5.0 Once you reach the end of a principle assessment, the page displays a confirmation of completion and you will be invited to click Continue to move on to the next principle.

5.1 The footer also displays a completion status of 100%



Reminder: The principles assessment does not need to be completed in one sitting. Users are free to leave and return to the assessment as the responses are automatically saved.

NEXT

Share the Assessment

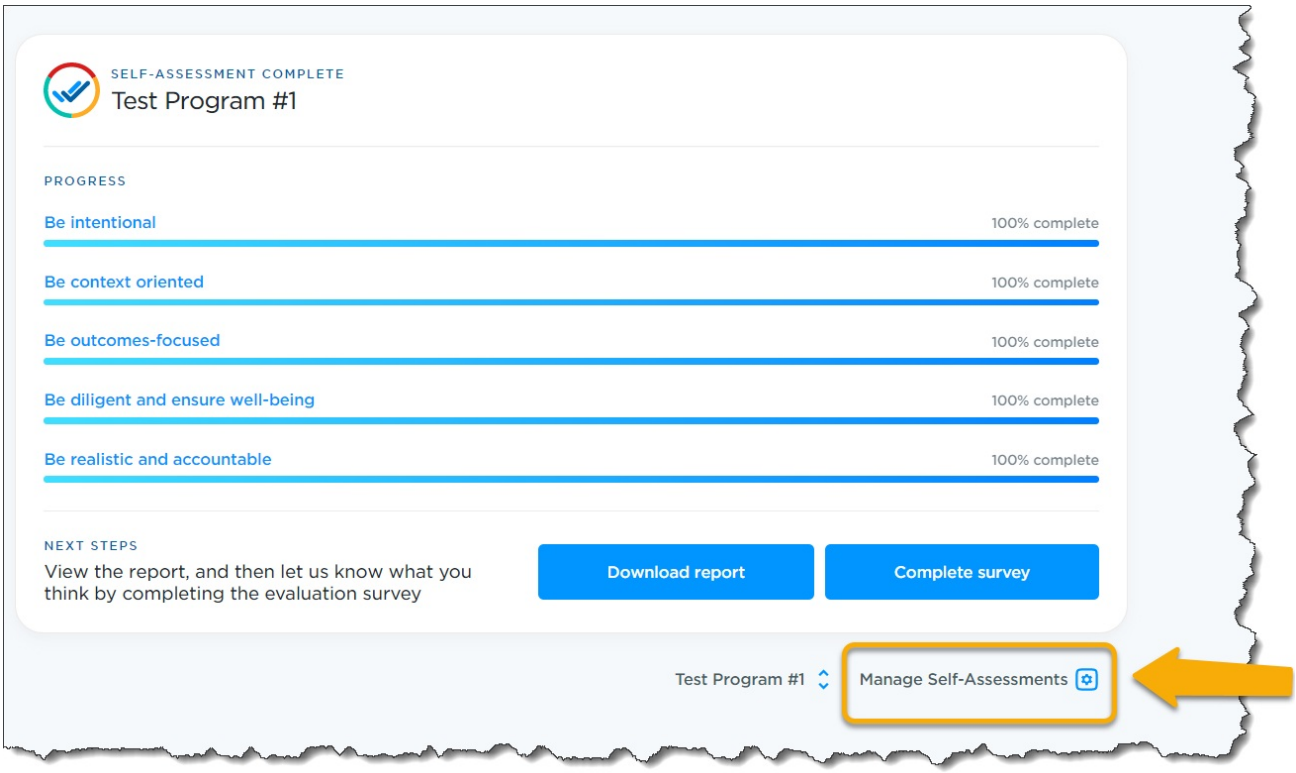
- Share the Assessment with Colleagues
- Stop Sharing an Assessment with Colleagues

Share the Assessment with Colleagues

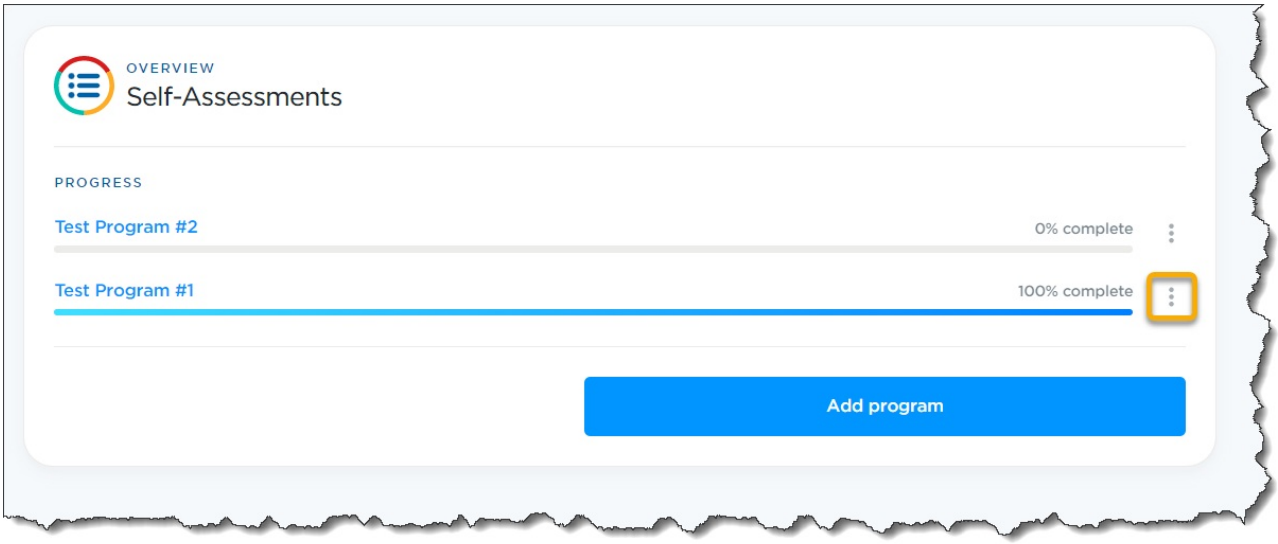
1.0 It is possible to share the program assessment with your colleagues during the assessment or after completion. This feature allows you to work collaboratively with team members by giving them a "View" and "Edit" access type to the program assessment.

> **Note:** Sharing the program assessment will also provide visibility to the notes you have entered on the assessment to the person you are sharing it with. Once shared, you cannot unshare the assessment yourself. See section 2 below.

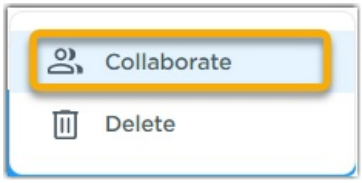
1.1 To share the program assessment, click Manage Program Assessments from the *Self-Assessment Overview Dashboard*.



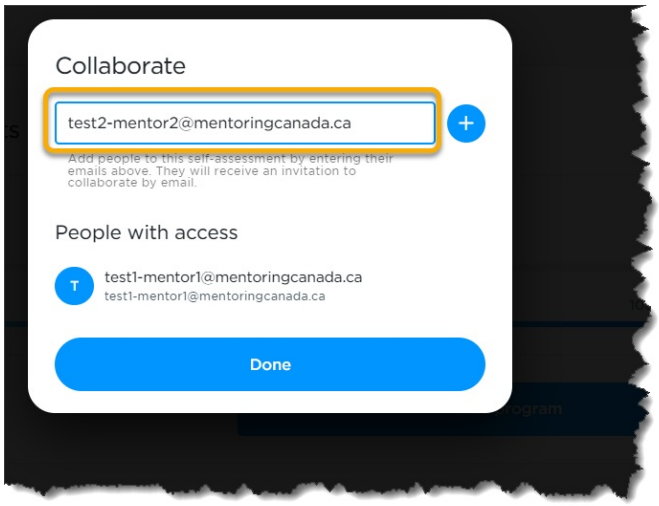
1.2 Click the icon on the following page.



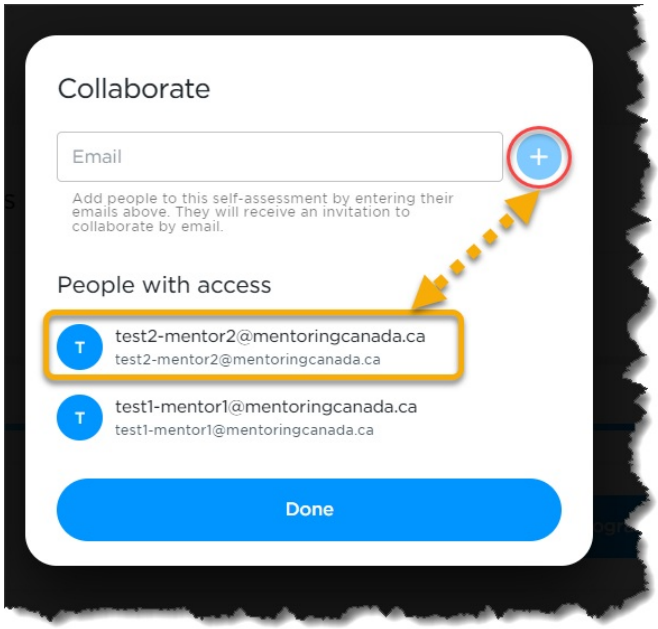
1.3 This menu will appear, click "Collaborate".



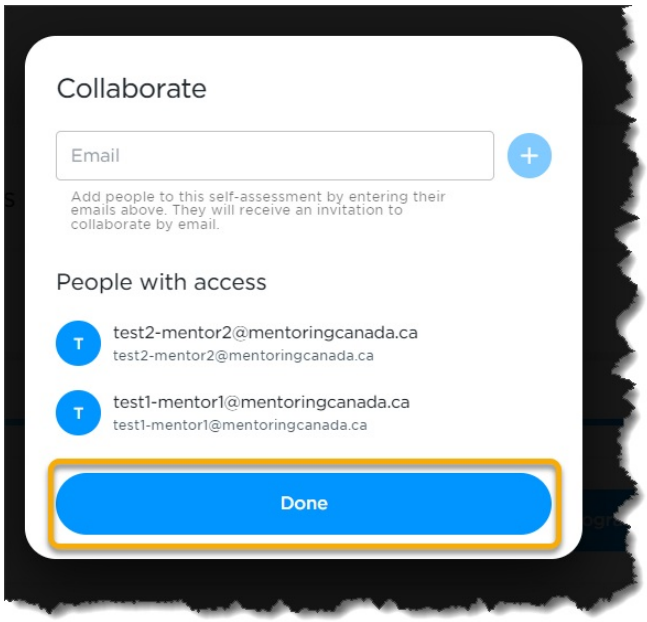
1.4 This box will appear, enter the email address of the person with whom you want to share the principles self-assessment.



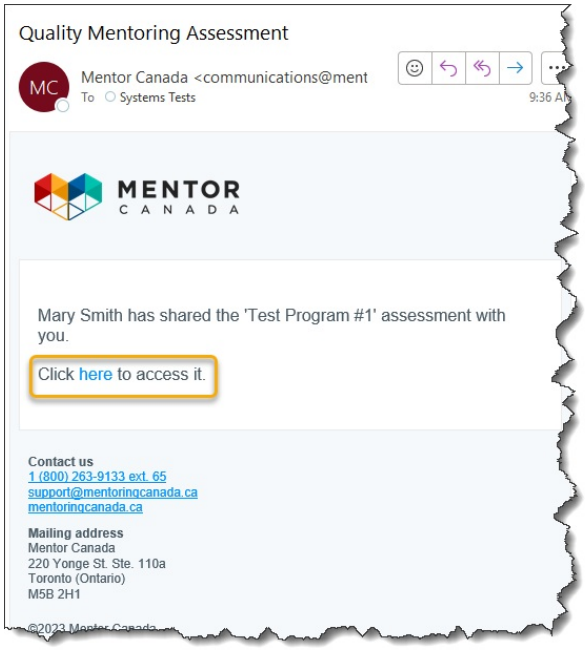
1.4.1 Click ⊕ to add them to the access list. Once you click ⊕ they will appear under the "People with access" list.



1.4.2 Click Done to finalize.

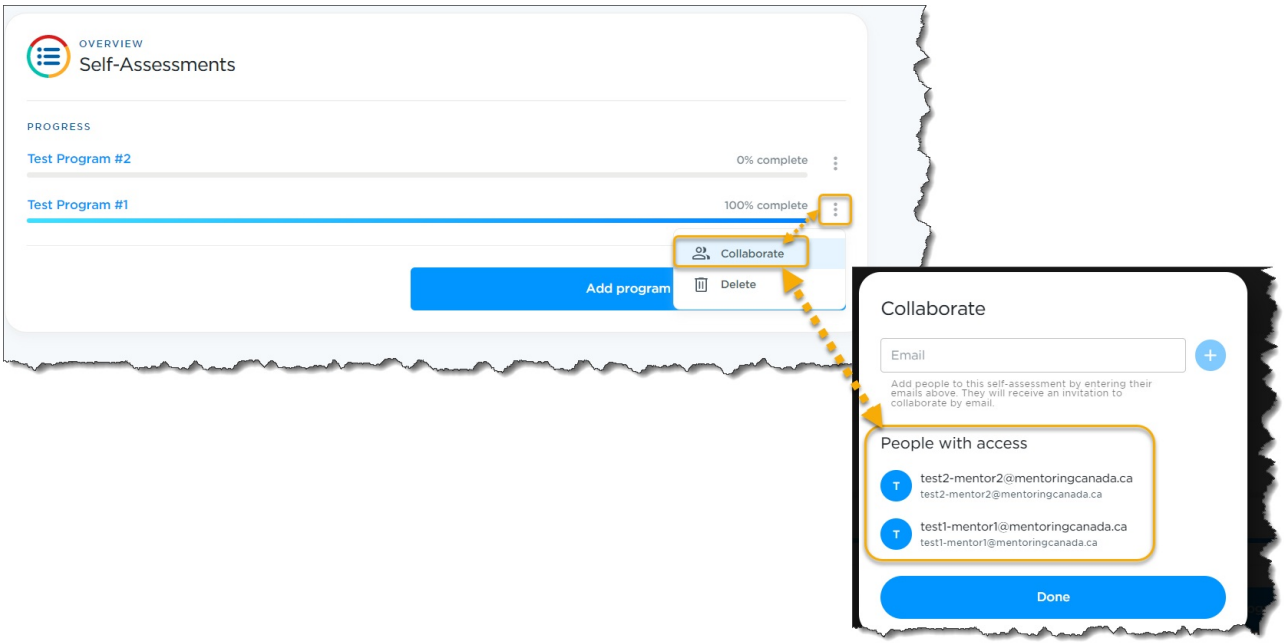


1.5 The person with whom you are sharing the program assessment will receive the following email with a link to access the assessment.



1.5.1 They will be invited to sign in to view the assessment. If they do not have an account, they will be prompt to create one.

1.6 To view the names of the persons with whom you are sharing the program assessment, click ⋮ and "Collaborate" once more.



Stop Sharing an Assessment with Colleagues

2.0 To stop sharing an assessment with someone, please send an email to support@mentoringcanada.ca which includes the email address of the person you no longer wish to share the assessment with.

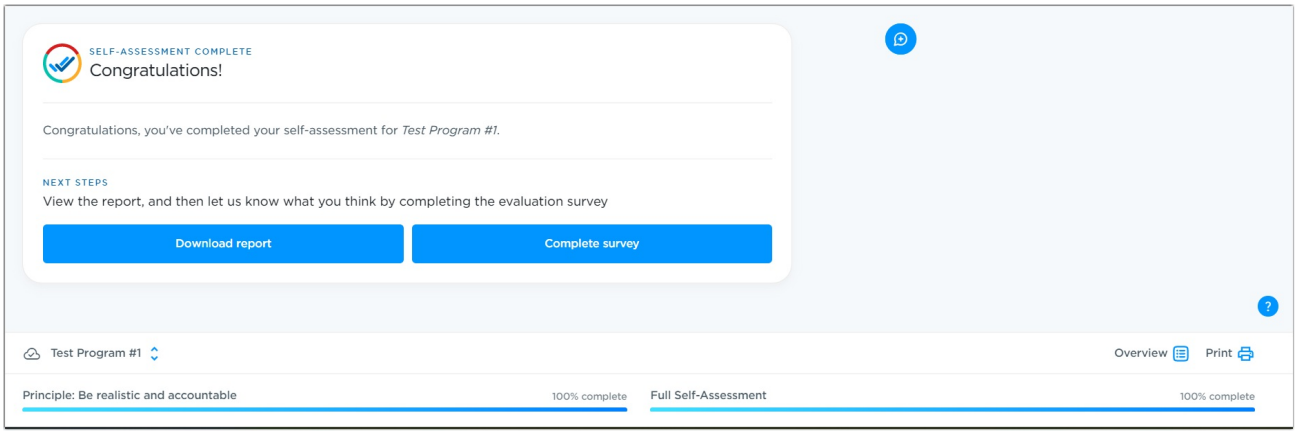
NEXT

Wrap Up the Assessment

- Assessment Completion
- Download the Program Assessment Report
- Complete a Survey

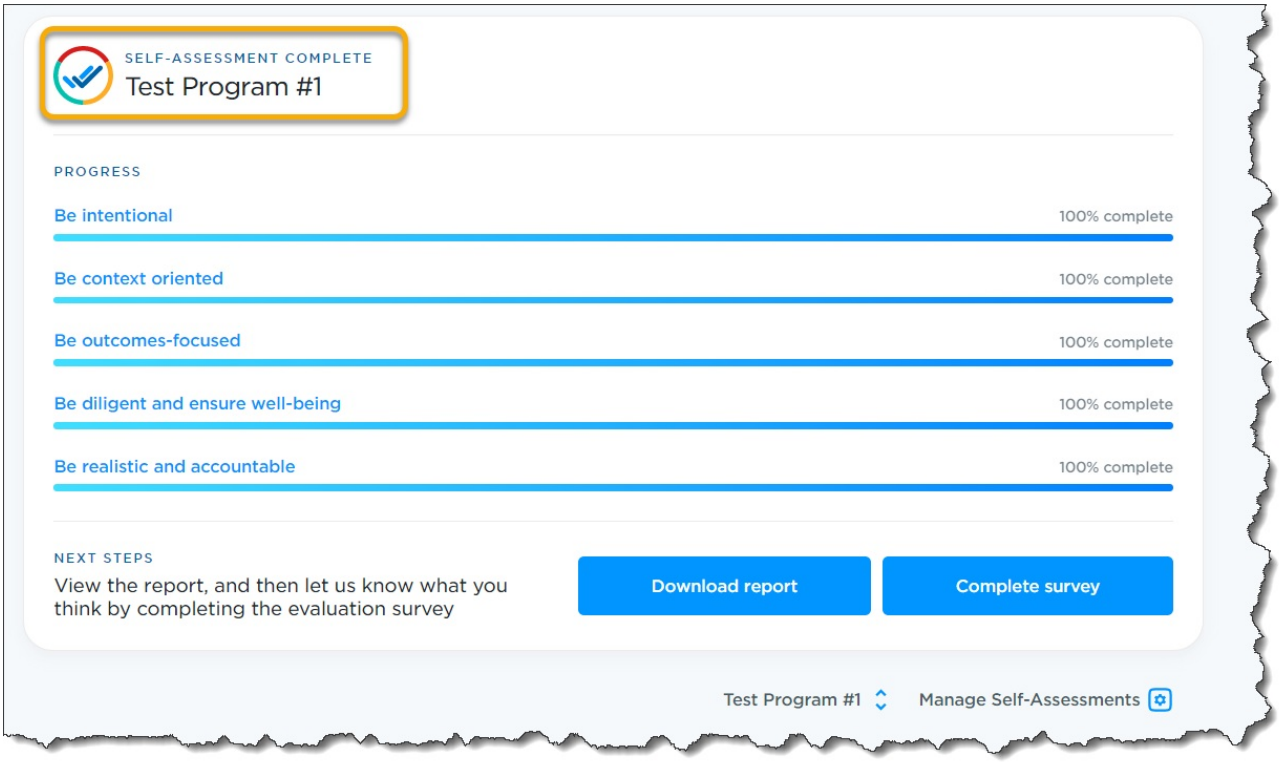
Assessment Completion

1.0 Once you have fully completed the assessment, that is, you have assessed your program against each principle, a completion confirmation appears on the page of the last completed principle.



1.1 The program is also marked as complete from the *Self-Assessment Overview Dashboard*.

1.1.1 You will also noticed that the icon beside the program name is change from to .



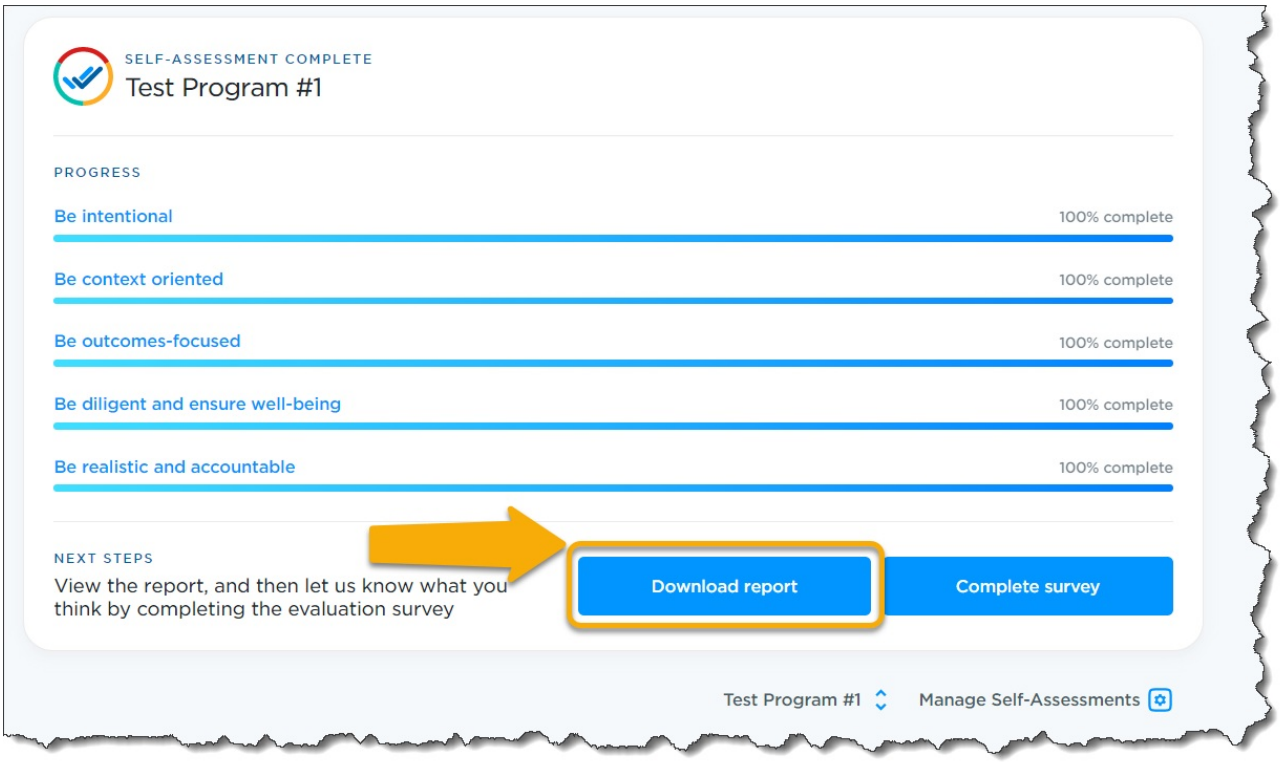
Note: Even though the program assessment is completed, you can return to any of the principle assessment to modify your answers.

Download the Program Assessment Report

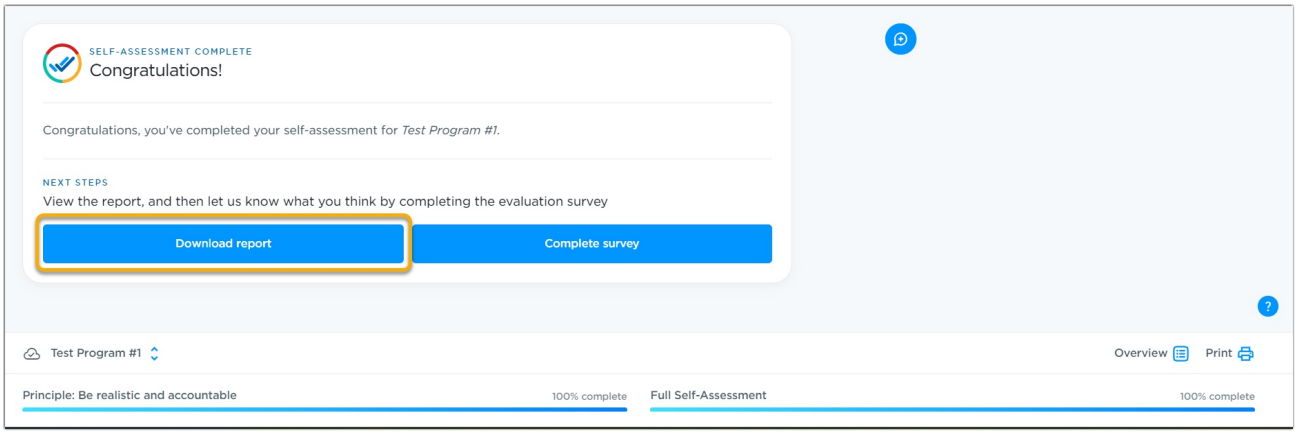
2.0 After completing the full program assessment, you will have the opportunity to download a full report of your program assessment in a PDF format. This option is offered from the *Self-Assessment Dashboard Overview* and at the bottom of the page when completing the last question of the last principle.

⚠ **Note:** Please give the system a couple of minutes to generate your report.

Assessment Dashboard Overview

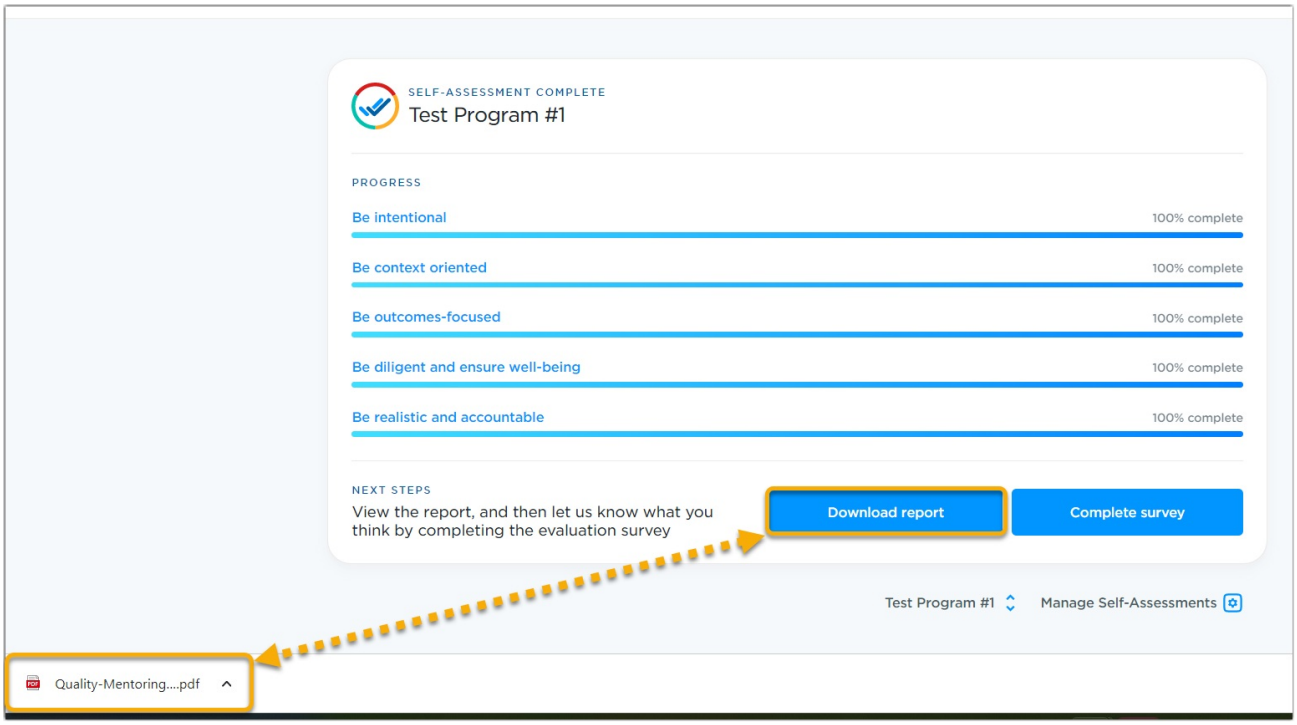


Last Principle Page

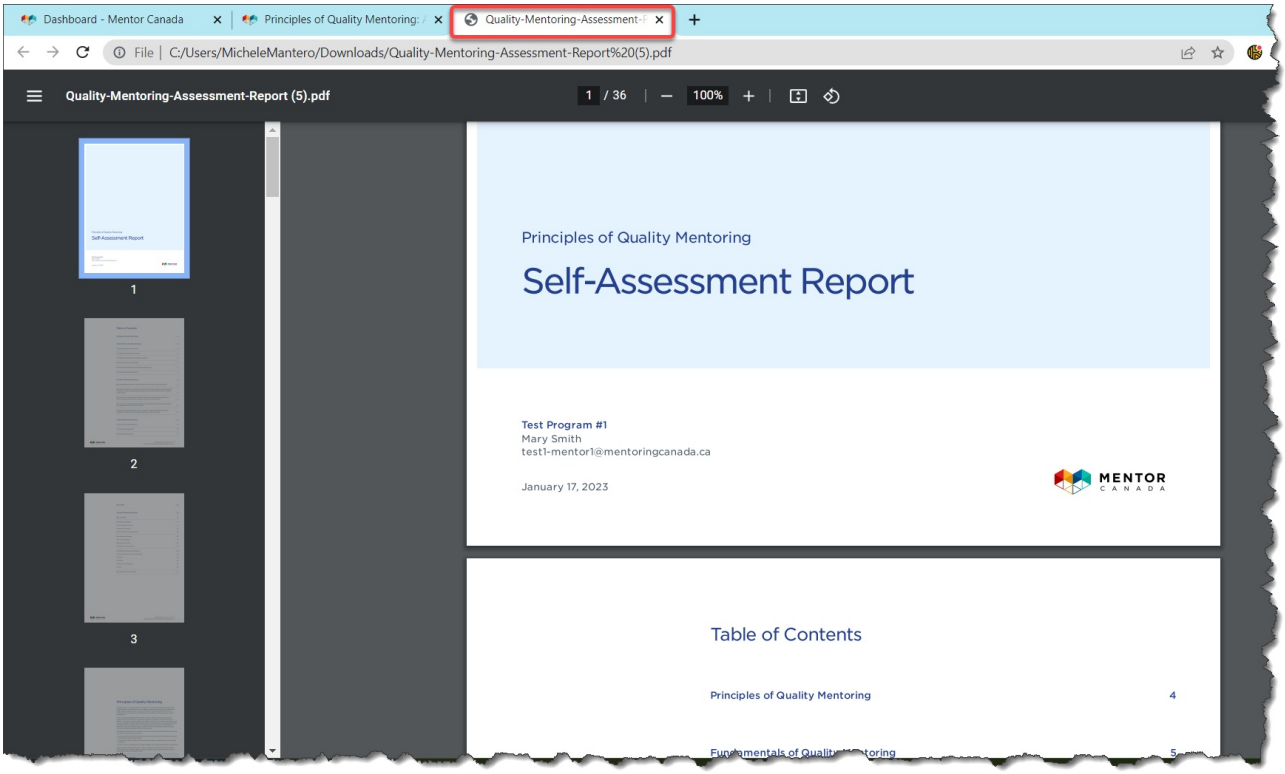


2.1 Click Download report to generate the report.

2.2 The report will appear at the bottom of the screen, **it may take a few minutes** while it is generating.



2.3 Click the report and it will open in a new tab.

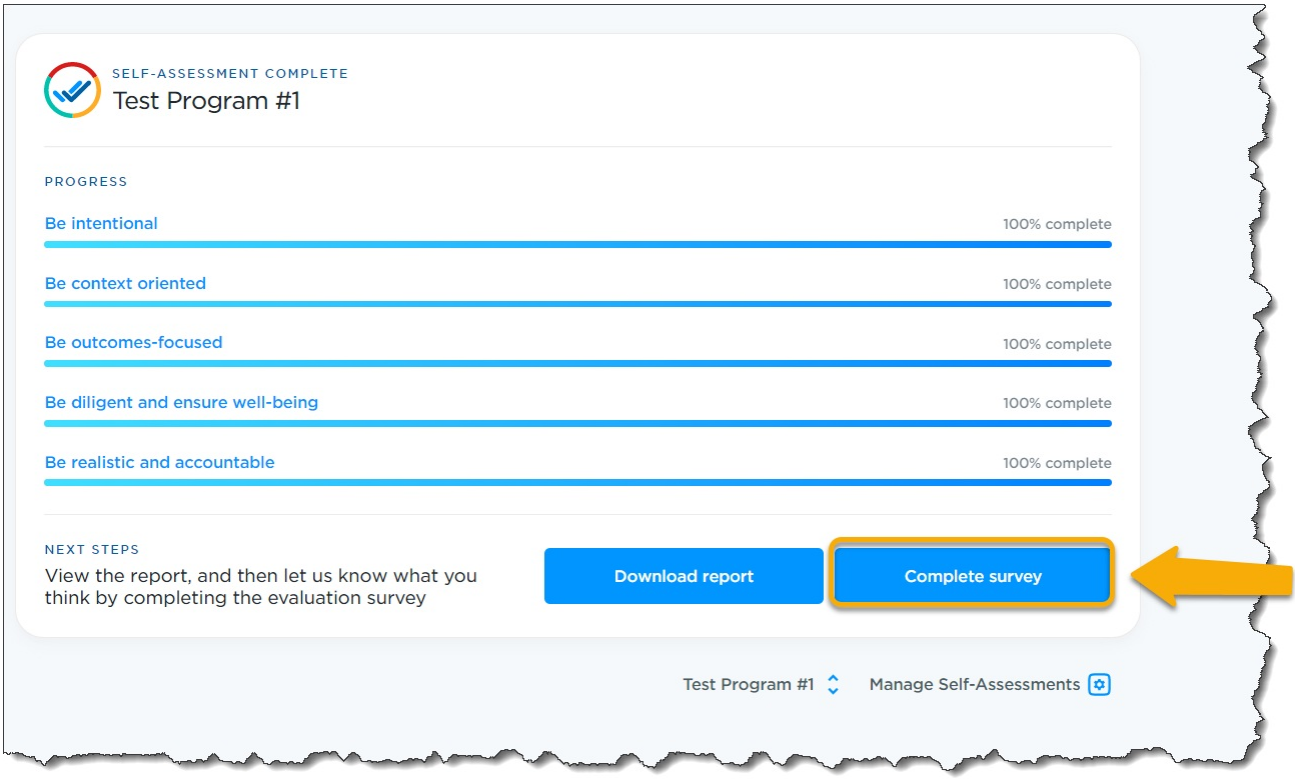


Complete a Survey

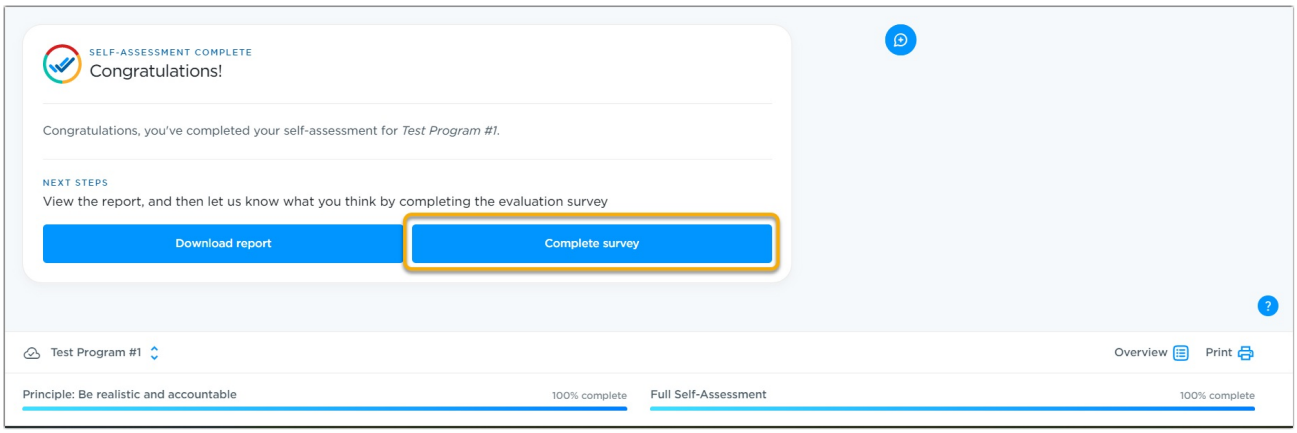
Mentor Canada is interested in your feedback to determine what new features to build as a priority for the principles self-assessment and to help refine the framework content and presentation based on its expected uses and impact. The survey is anonymous and should not take longer than 10 minutes.

3.0 At the end of the program assessment you will also be asked to participate in a survey. The survey is accessible from the *Self-Assessment Dashboard Overview* and at the bottom of the page when completing the last question of the last principle.

Assessment Dashboard Overview

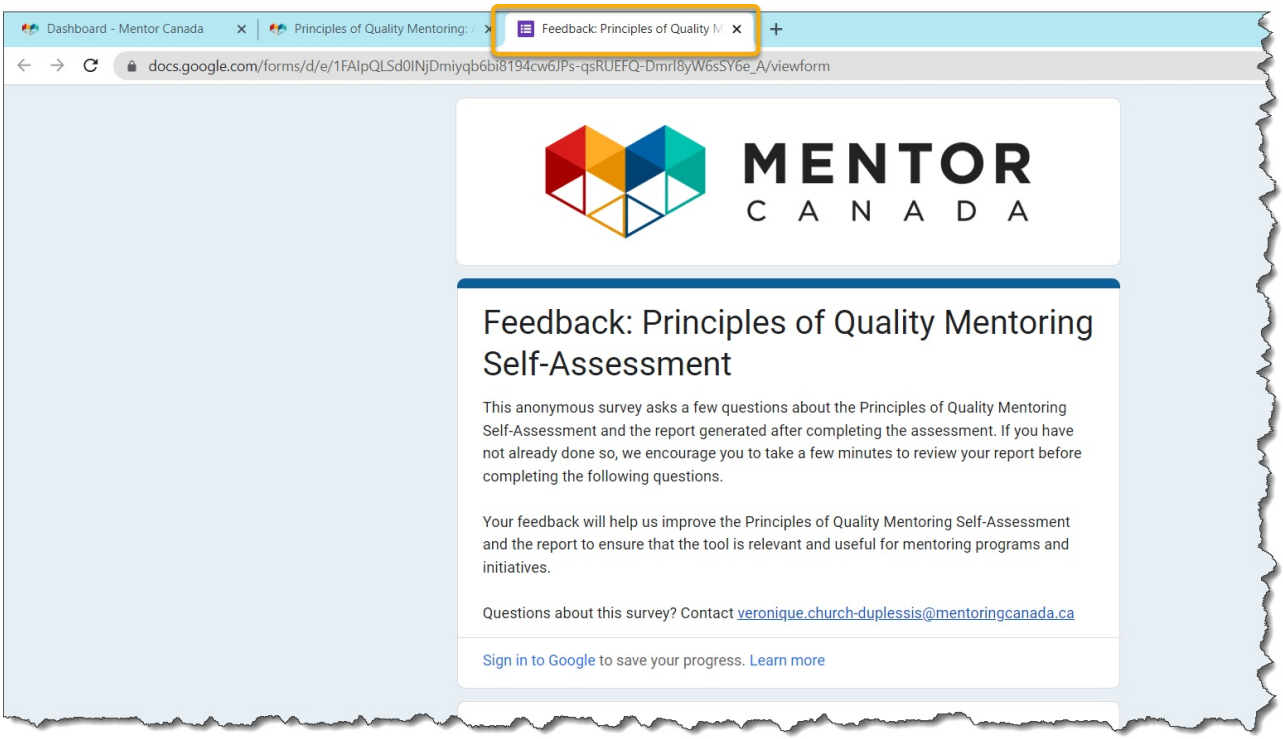


[Last Principle Page](#)

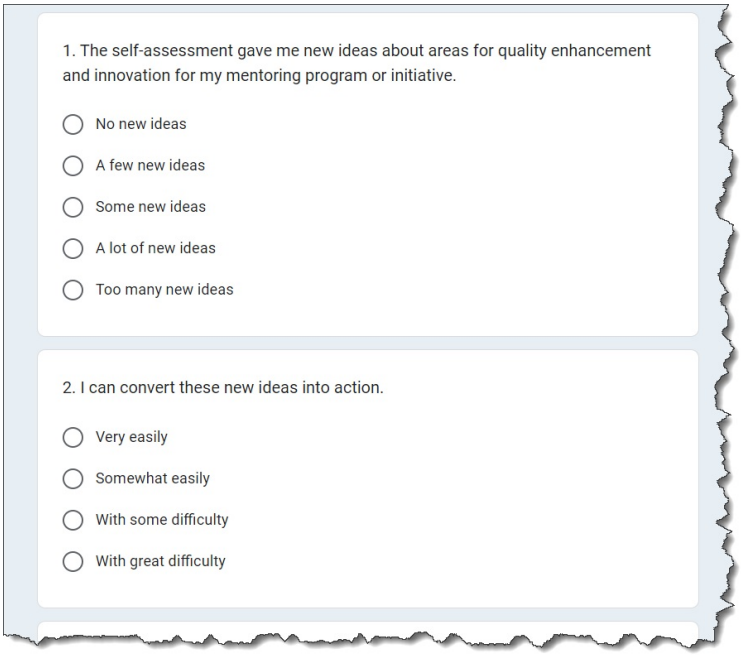


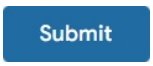
3.1 Click Complete survey to launch the survey.

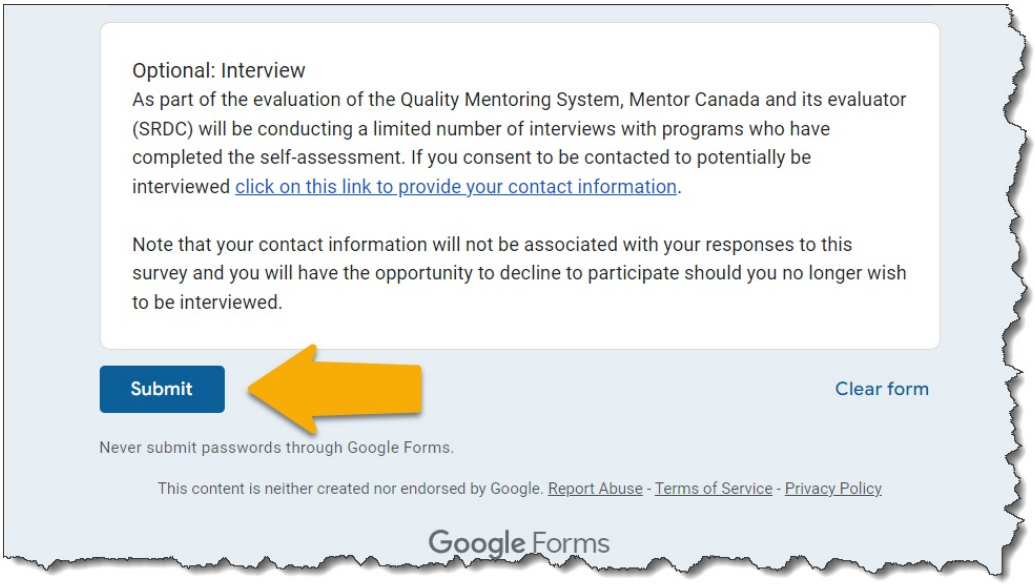
3.2 The survey will open in a new browser tab and an introduction to the survey is presented.



3.3 Scroll down to view and get started with the survey questions.



3.4 Go through each question, and click  bottom of the page once you are done.


Optional: Interview
As part of the evaluation of the Quality Mentoring System, Mentor Canada and its evaluator (SRDC) will be conducting a limited number of interviews with programs who have completed the self-assessment. If you consent to be contacted to potentially be interviewed click on this link to provide your contact information.
Note that your contact information will not be associated with your responses to this survey and you will have the opportunity to decline to participate should you no longer wish to be interviewed.
Submit
Clear form
Never submit passwords through Google Forms.
This content is neither created nor endorsed by Google. Report Abuse - Terms of Service - Privacy Policy
Google Forms

NEXT

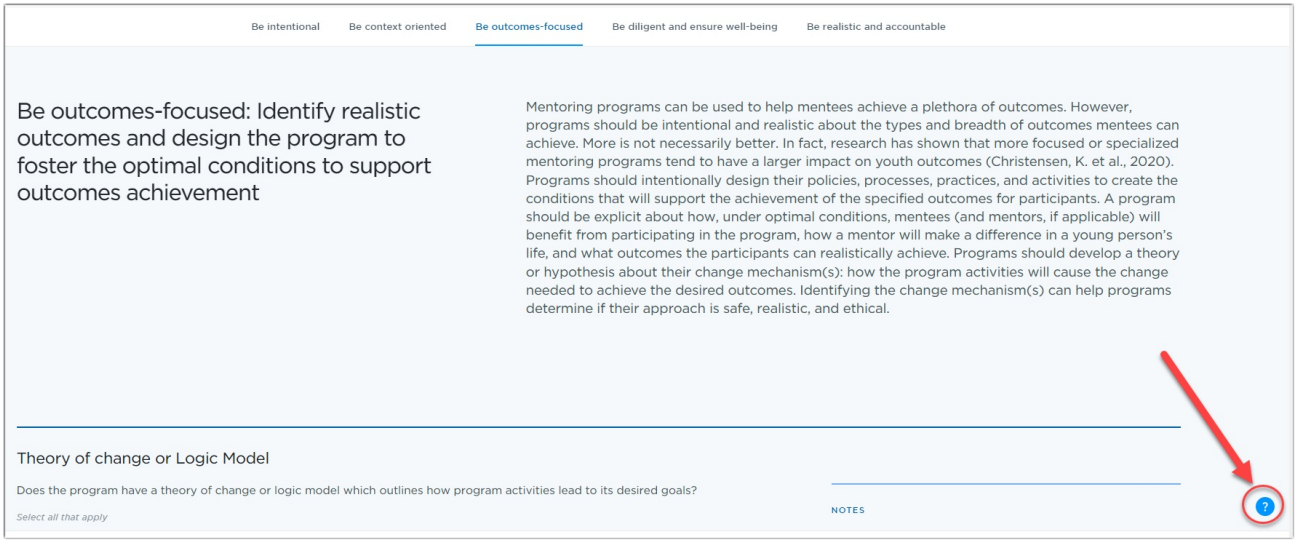
Report Technical Difficulties

- Report Technical Difficulties

Report Technical Difficulties

1.0 To report any technical issue and/or to receive technical support with the principle self-assessment tool, click the support icon at the bottom of the page.

1.1 The support icon is available on any pages of the principle self assessment.



1.2 The support function will give you the options to:

- Self-serve by redirecting you to our Support & Training Centre
- Contact us by email

NEXT

Innovation Plan

About the Innovation Plan

- What is the Innovation Plan?

What is the Innovation Plan?

Mentor Canada's *Innovation Plan* provides mentoring programs and initiatives with evidence-informed tools and techniques to systematically advance the quality of their mentoring program. The Plan guides programs through three steps focused on quality. Completing the Innovation Plan can support programs to set realistic goals, test ideas, learn from their improvement efforts, and plan for program-wide improvements and innovation.

NEXT

Access the Innovation Plan

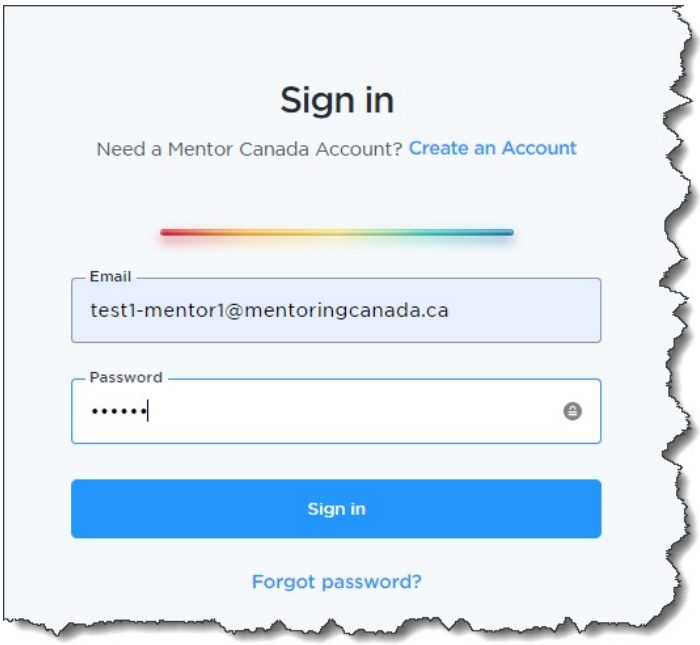
- Access the Innovation Plan

Access the Innovation Plan

1.0 Go to: plan.qualitymentoring.ca

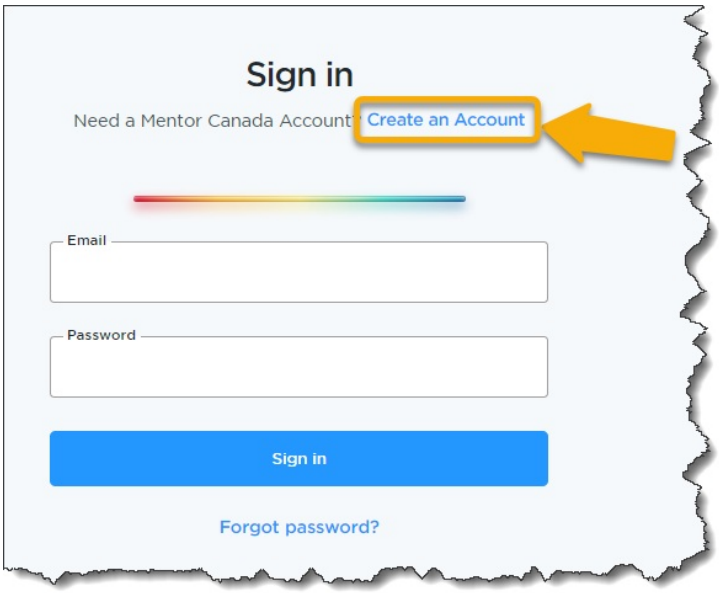
If you already have a QMS account:

1.1 Enter your credentials and click Sign in



If you do NOT have a QMS account:

1.2 If you do not have a QMS account, click "Create an Account" and follow the instructions.



Note: To learn more on how to create an account **click here to read the *Get Started and Create an Account*** article.

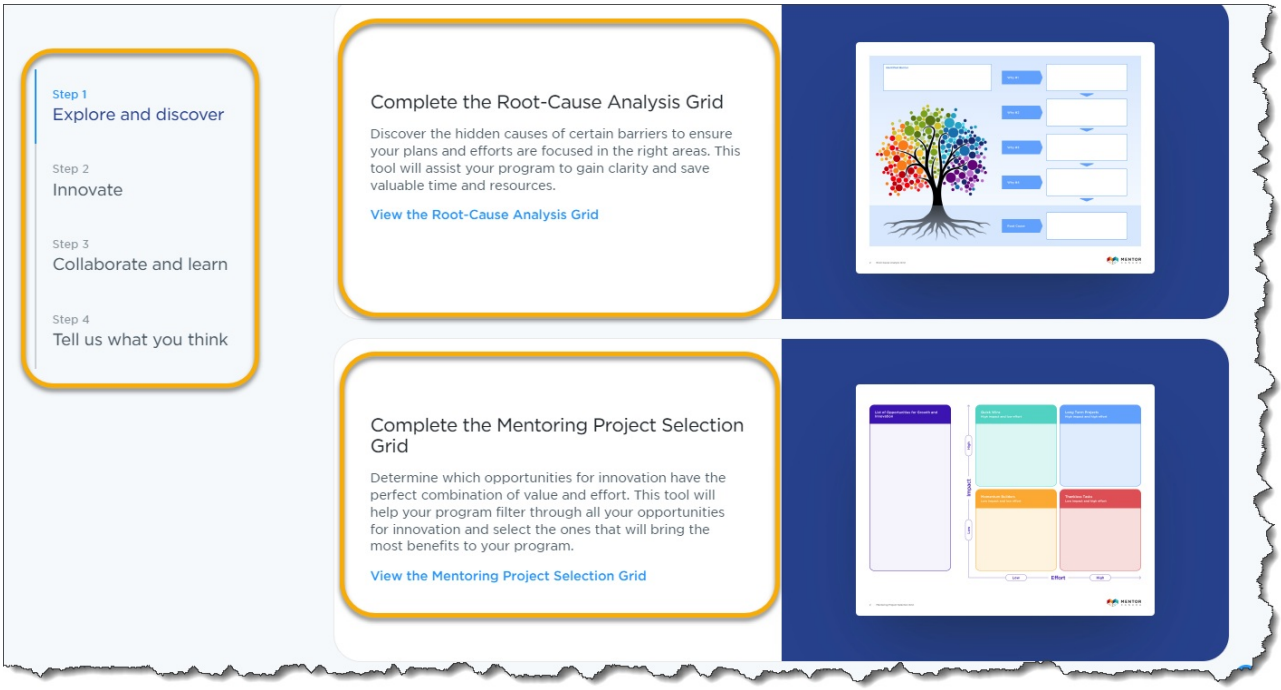
Complete Each Section

- Open the Different Tools
- Complete the Grids & Map
- Save your Work
- Complete a Survey

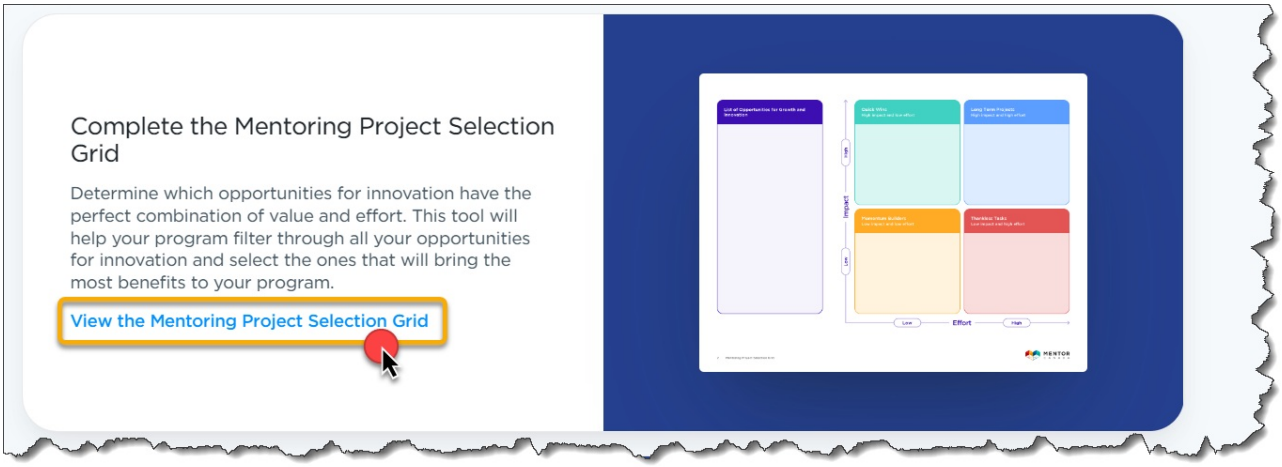
Open the Different Tools

1.0 The *Innovation Plan* is composed of 4 steps sections that each offer different tools to work with to advance the quality of your mentoring program (**i.e.** Grids, Map etc...) as well as a feedback section.

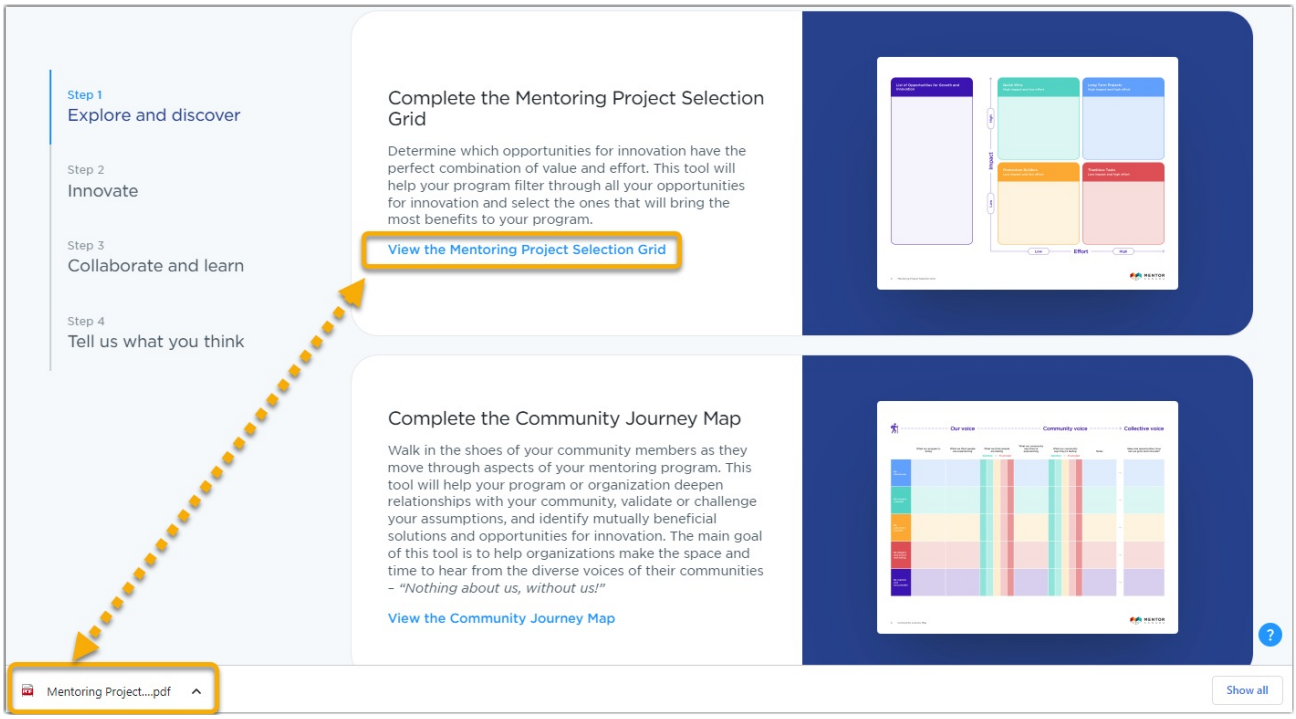
> **Note:** All tools are optional. Pick and choose those that will work best for your organization



1.2 To open one of the tool, simply click the **blue link** under the description.

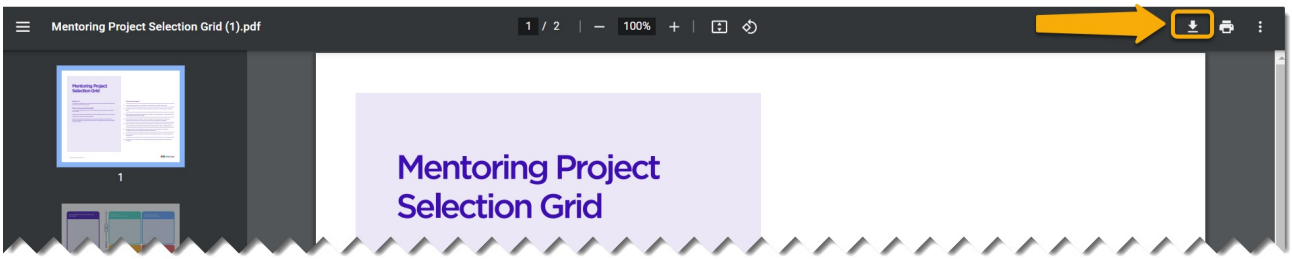


1.3 The tool will load and open as a PDF at the bottom of you screen. Click it to open the tool.

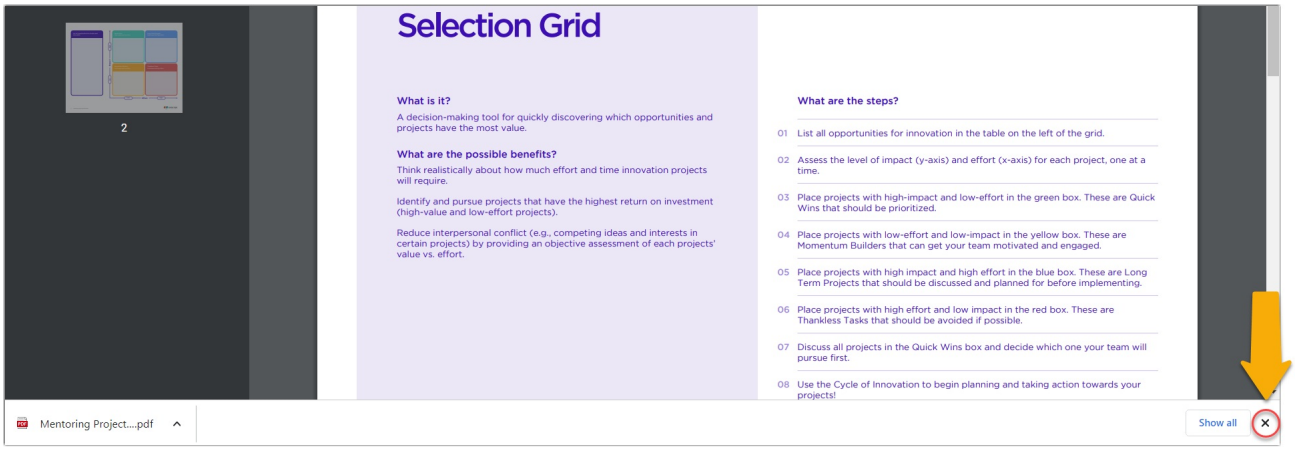


Save your Work

2.0 Click the download icon to save the document onto your preferred location.

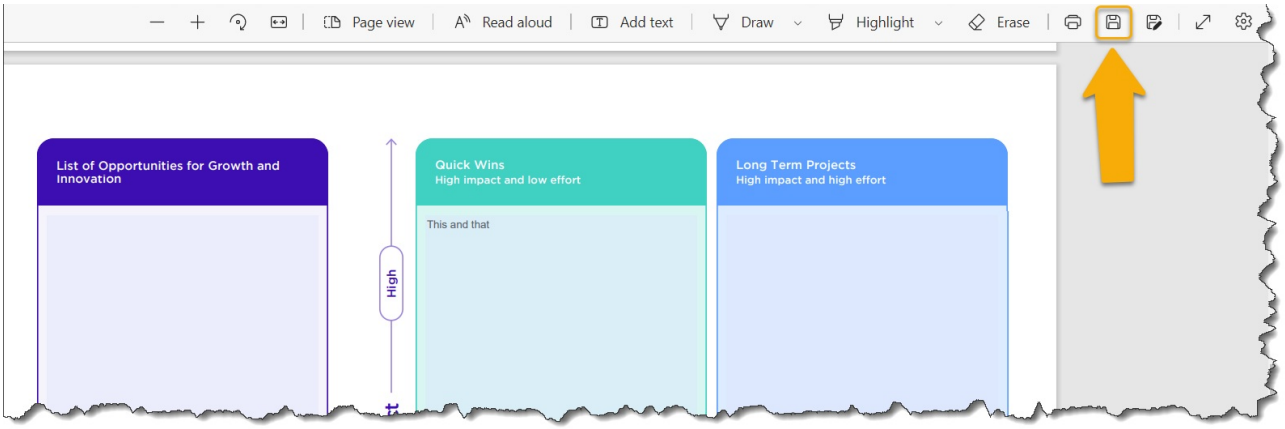


2.1 Once saved, it will again appear at the bottom of the screen. Close that version by clicking the **X** at the bottom right of the screen.



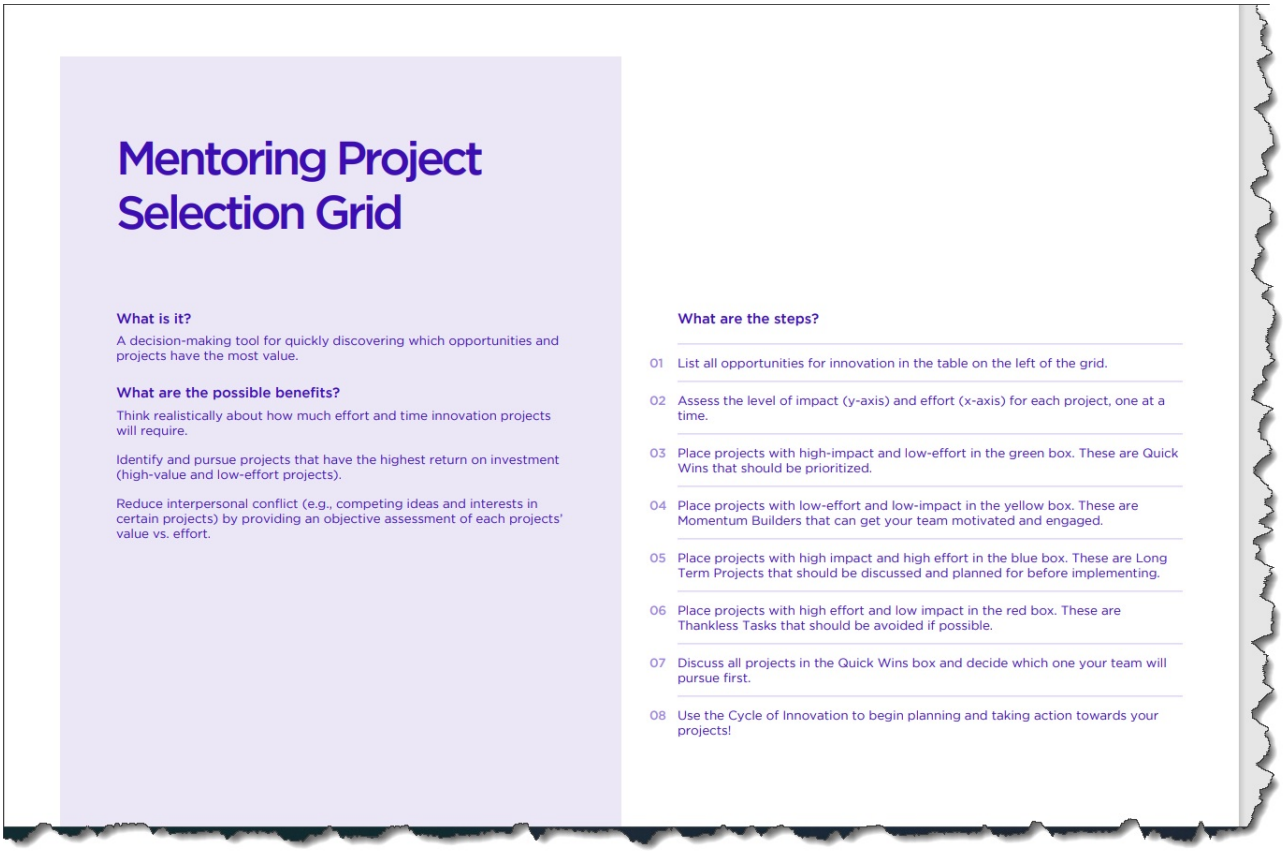
2.2 Search and open the newly saved version which is your personal working copy.

> **2.2.1** By doing step 2.1 and 2.2, the document will re-open in a version that contains a save button allowing you to save changes as you go.



Complete the Grids & Map

3.0 The first page offers information on how to use the grid or map.



Mentoring Project Selection Grid

What is it?

A decision-making tool for quickly discovering which opportunities and projects have the most value.

What are the possible benefits?

Think realistically about how much effort and time innovation projects will require.

Identify and pursue projects that have the highest return on investment (high-value and low-effort projects).

Reduce interpersonal conflict (e.g., competing ideas and interests in certain projects) by providing an objective assessment of each projects' value vs. effort.

What are the steps?

01 List all opportunities for innovation in the table on the left of the grid.

02 Assess the level of impact (y-axis) and effort (x-axis) for each project, one at a time.

03 Place projects with high-impact and low-effort in the green box. These are Quick Wins that should be prioritized.

04 Place projects with low-effort and low-impact in the yellow box. These are Momentum Builders that can get your team motivated and engaged.

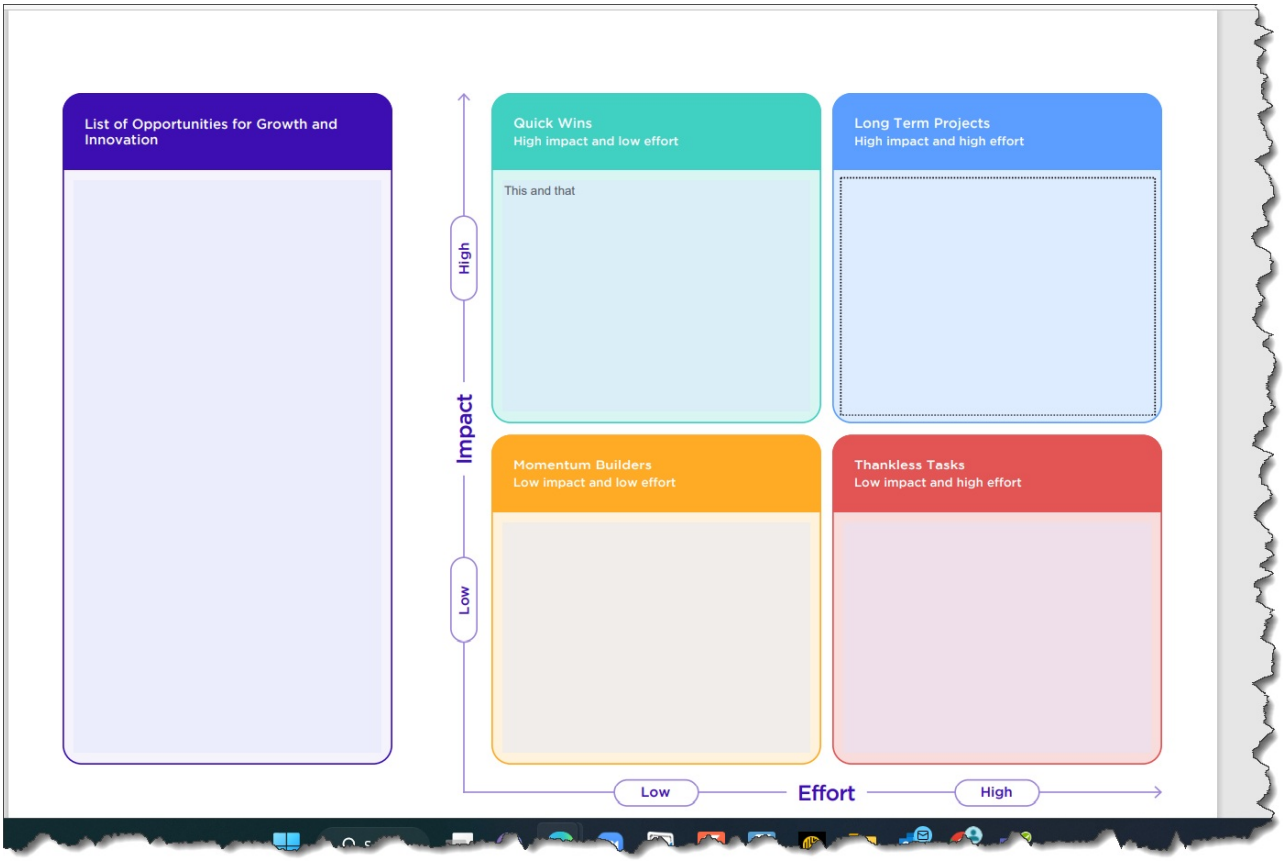
05 Place projects with high impact and high effort in the blue box. These are Long Term Projects that should be discussed and planned for before implementing.

06 Place projects with high effort and low impact in the red box. These are Thankless Tasks that should be avoided if possible.

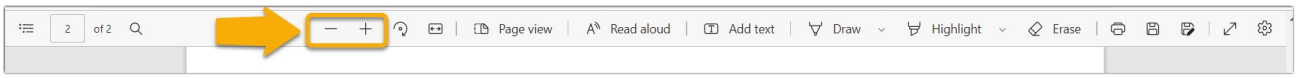
07 Discuss all projects in the Quick Wins box and decide which one your team will pursue first.

08 Use the Cycle of Innovation to begin planning and taking action towards your projects!

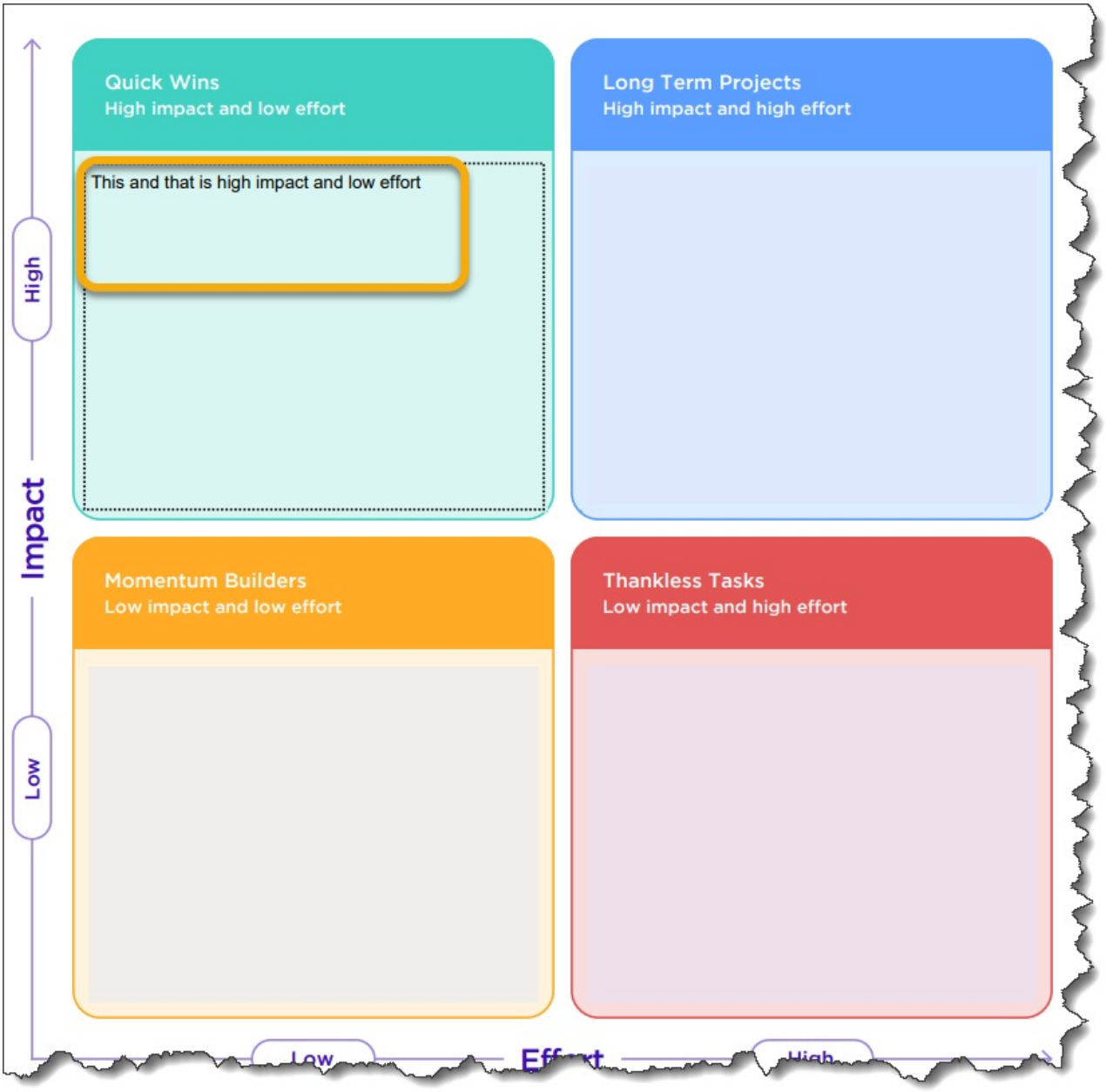
3.1 The second page is the tool in which you can work.



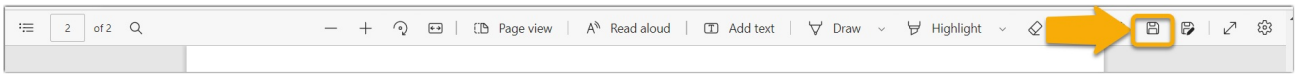
3.1.1 Use the zoom function at the top of the page to zoom in and out and adjust the document to a comfortable working view.



3.2 Type directly onto the different sections of the tool.



3.3 Do not forget to save often.



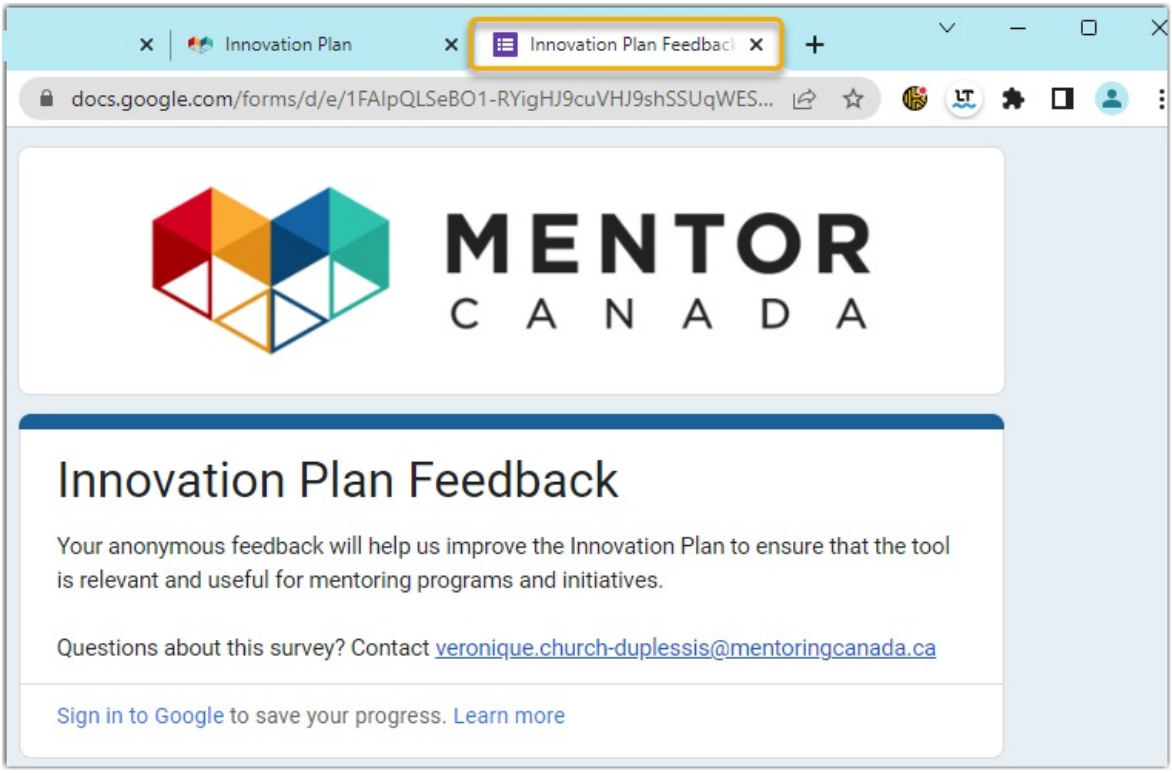
3.4 Once you are done, you can go back to the *Innovation Plan* page to utilize another tool.

Complete a Survey

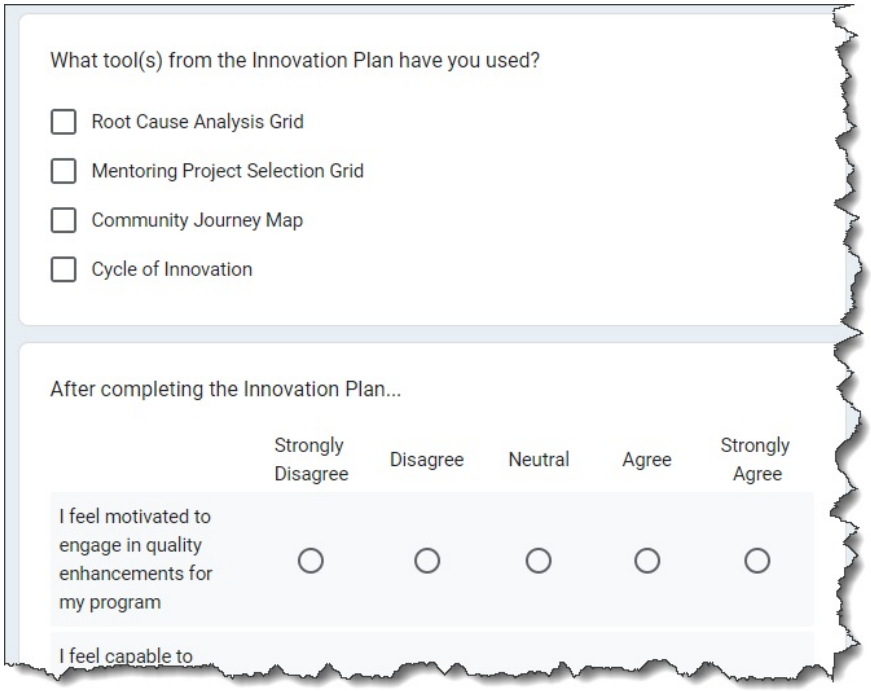
Mentor Canada is interested in your feedback to determine what new features to build as a priority for the Innovation Plan and to help refine the content and presentation based on its expected uses and impact. The survey is anonymous and should not take longer than 10 minutes.

4.0 At the end of the page you will be asked to participate in a survey. Click "Complete the survey"

4.1 The survey opens in a new browser tab and an introduction is presented.



4.2 Scroll down to view and get started with the survey questions.



4.3 Go through each question, and click Submit bottom of the page once you are done.

NEXT

Community of Practice

About the Community of Practice

- What is a Community of Practice?

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

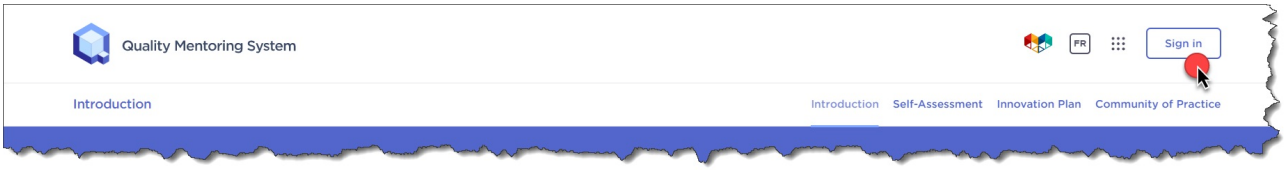
- Join the Community of Practice Today!

Join the Community of Practice Today!

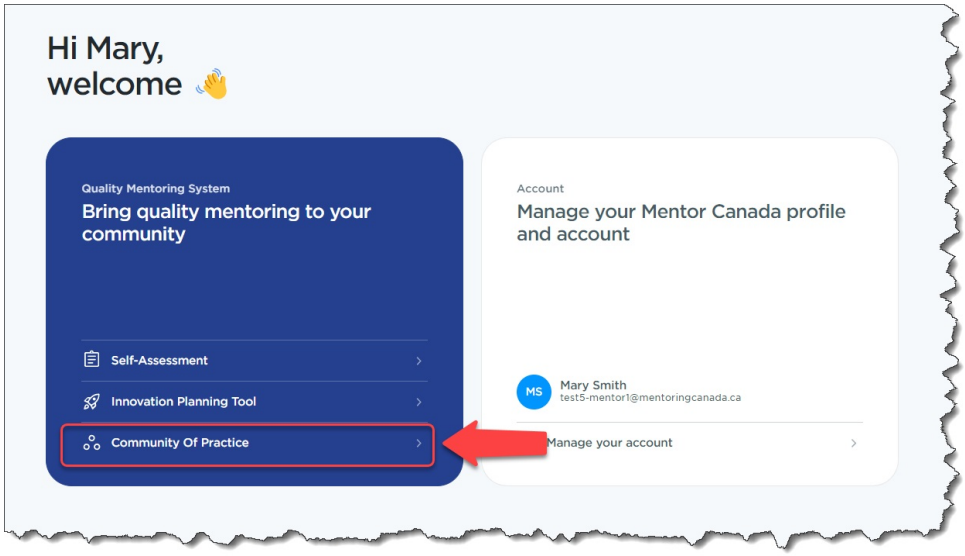
The National Community of Practice is a valuable resource for anyone involved in mentoring. It provides access to expert advice, best practices, and peer support. If you're interested in signing up for this community, follow these simple steps:

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.

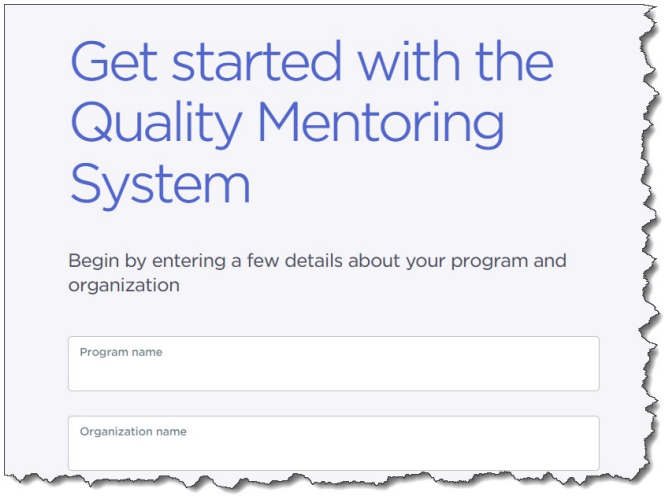
- Go to qualitymentoring.ca **or scan the QR code** on this document. This is the website for the *Quality Mentoring System*.
- Look at the top right-hand corner of the page. You'll see a button that says "**Sign in**." Click on this button.



- 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.



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

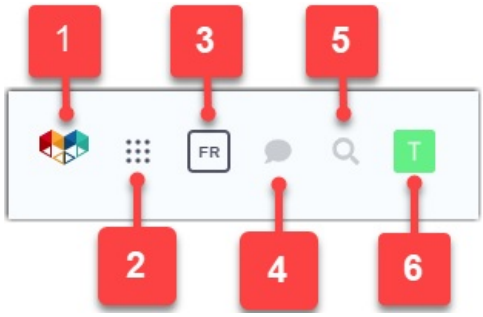
NEXT

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!

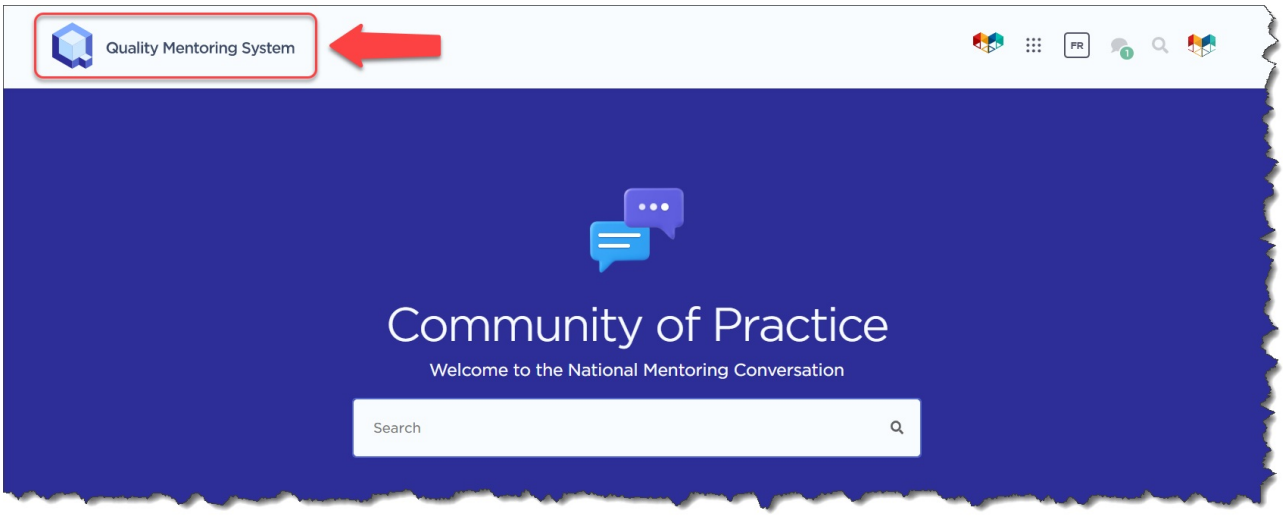
Explore the Community of Practice Page Header



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

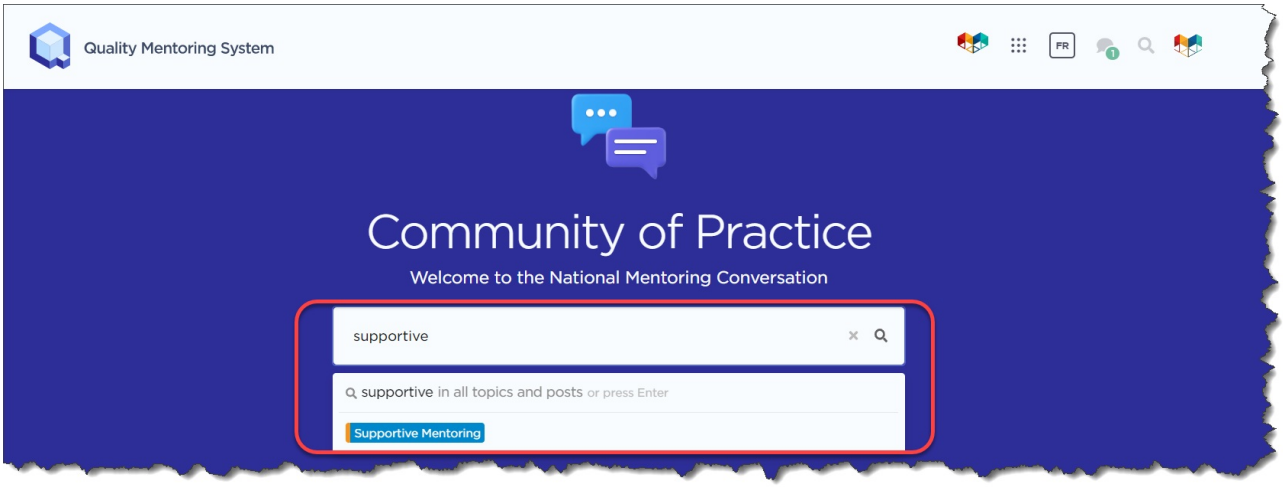
No matter where you are on the community of practice platform, simply click the Quality Mentoring Systems logo to return to the community of practice home page.



Centre of the Page

Search Box

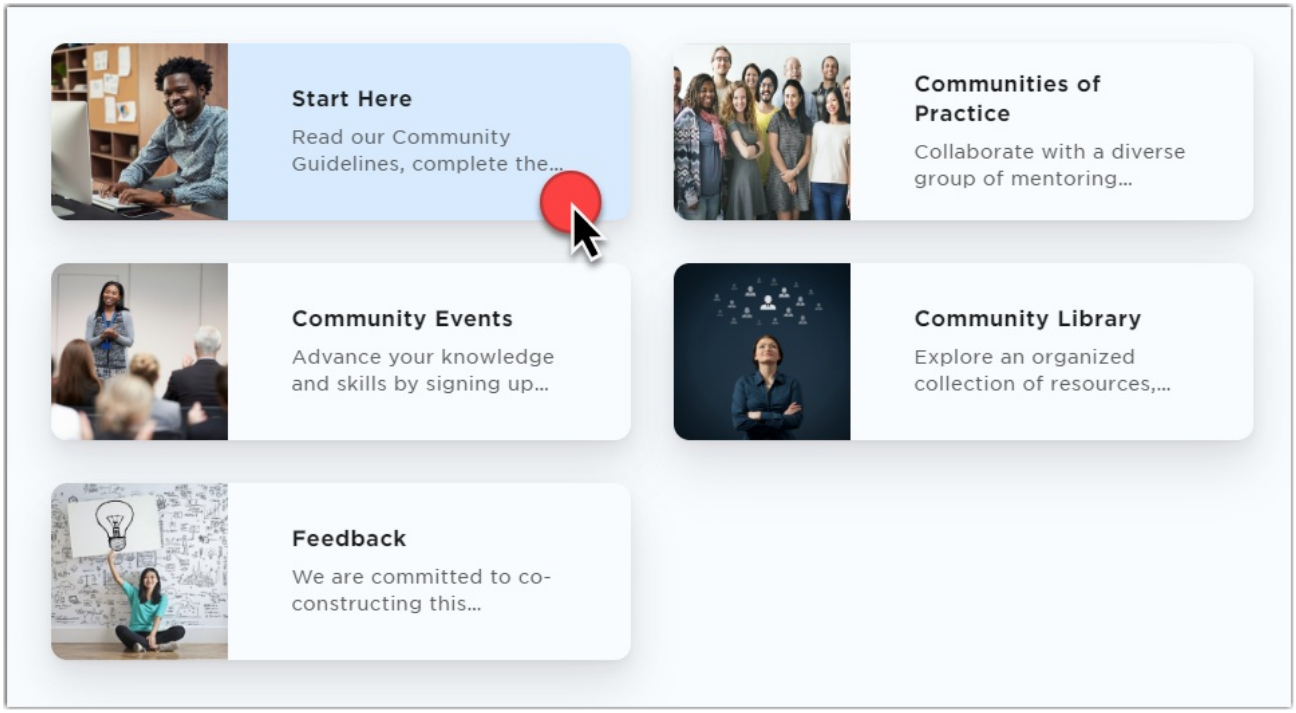
Find what you need fast by searching the community posts and topics. Simply enter your query in the search box and let the search engine do the rest.

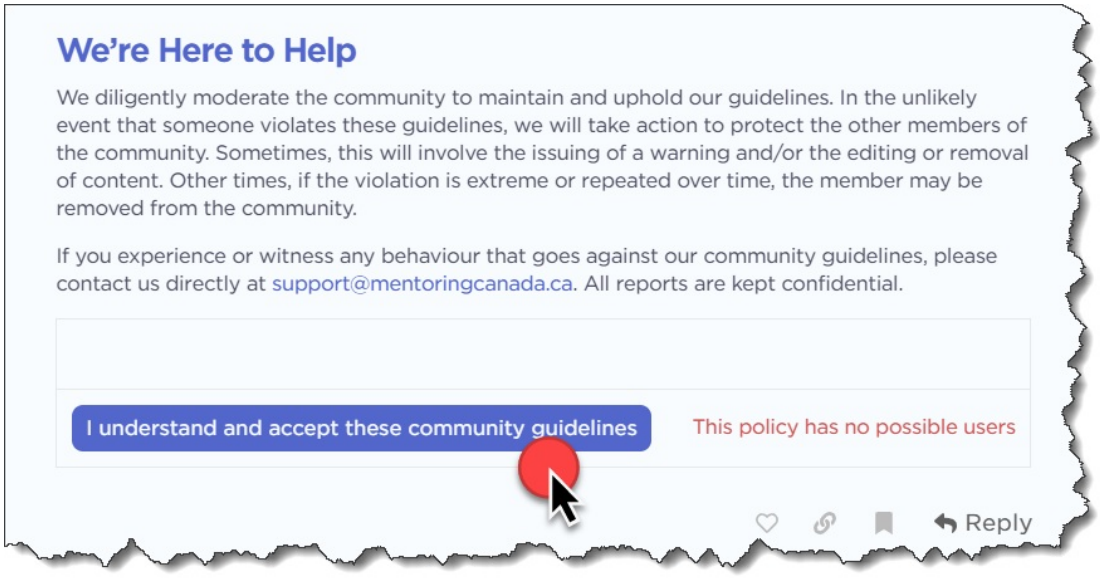


Sections

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.

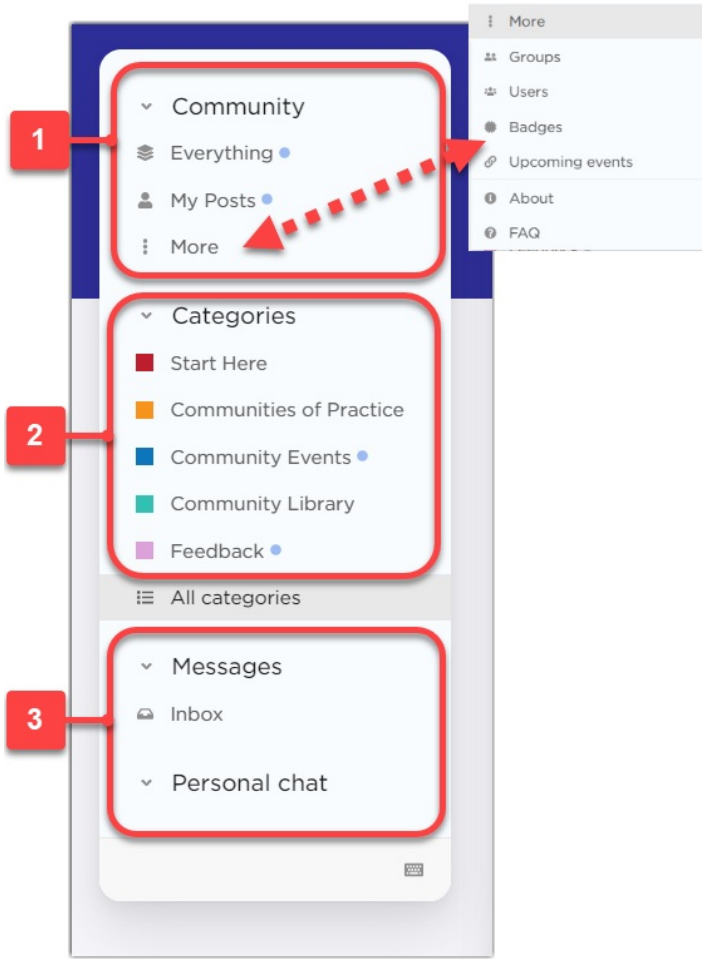
⚠ **IMPORTANT: Start your journey by exploring the "Start Here" tile**, which provides essential information such as community guidelines, introductions, and frequently asked questions. **Each community member is required to accept the community guidelines by clicking "I understand and accept these community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





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

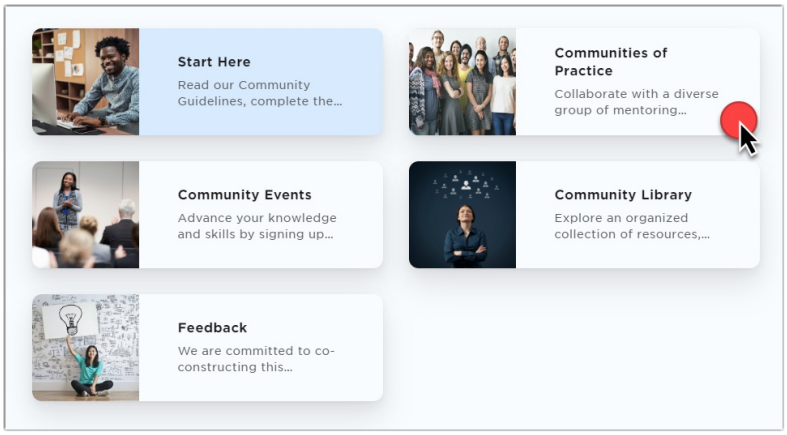
Getting Started: Interacting on the Community Page

- Accessing Discussion Topics
- Creating a Post
- Commenting/Replying on a Post
  - Like a Post or Comment
- Keyboard Shortcuts

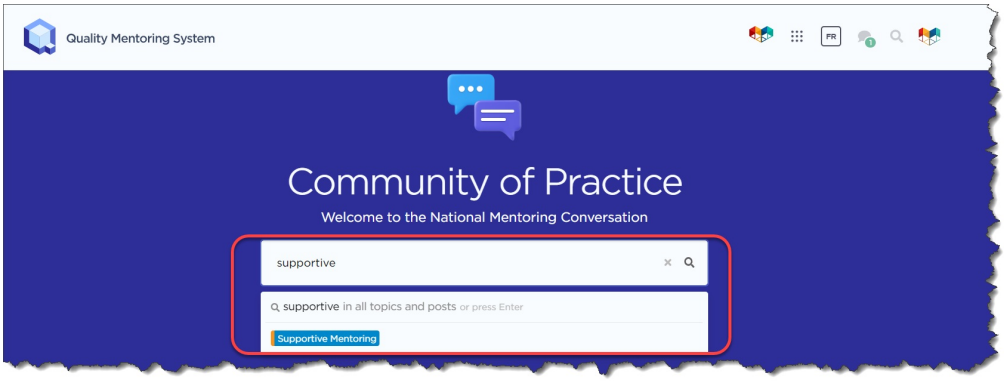
The Community of Practice is a dynamic online platform designed for you to connect, share insights, and engage in meaningful discussions. To fully participate in this vibrant community, it's essential to know how to access discussion topics, create a post, and comment/reply on the platform. In this short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

Accessing Discussion Topics

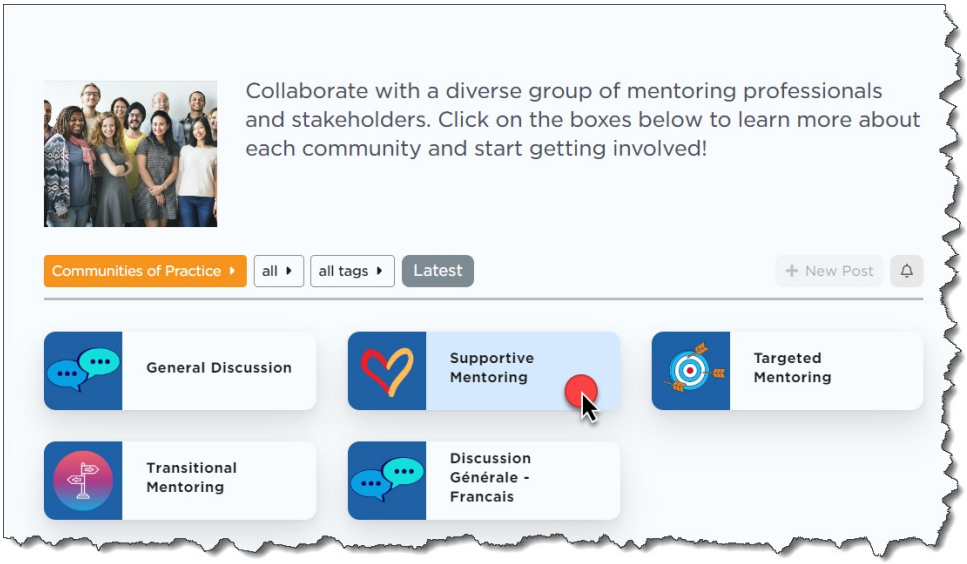
- From the home page, **click one of the five tiles displayed**. Each tile represents a different section of the community which contains a variety of discussion topics.



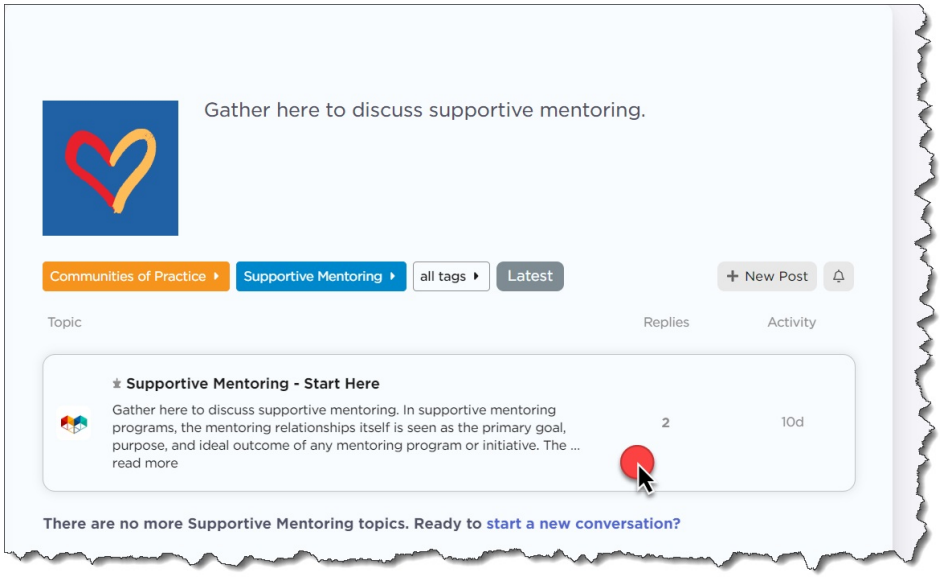
- Alternatively, from the home page use the **search bar to find specific topics**.

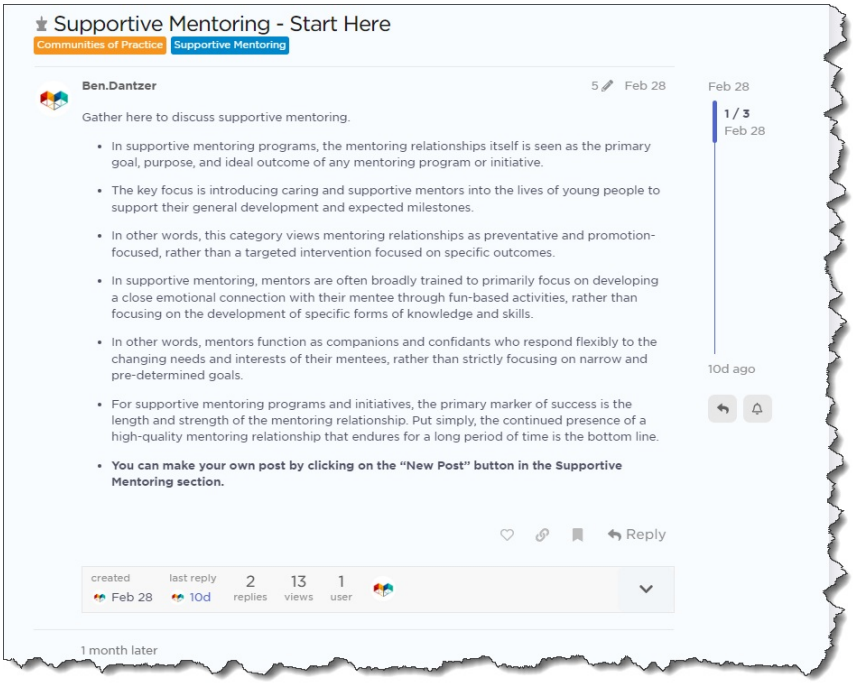


- **Browse** the list of **discussion topics** in the selected section.



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



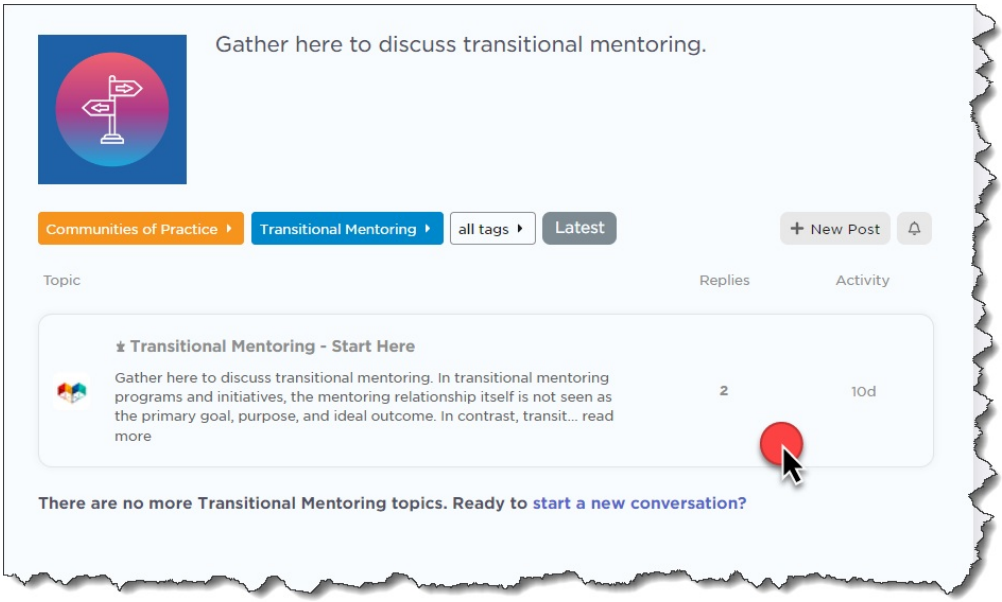


Creating a Post

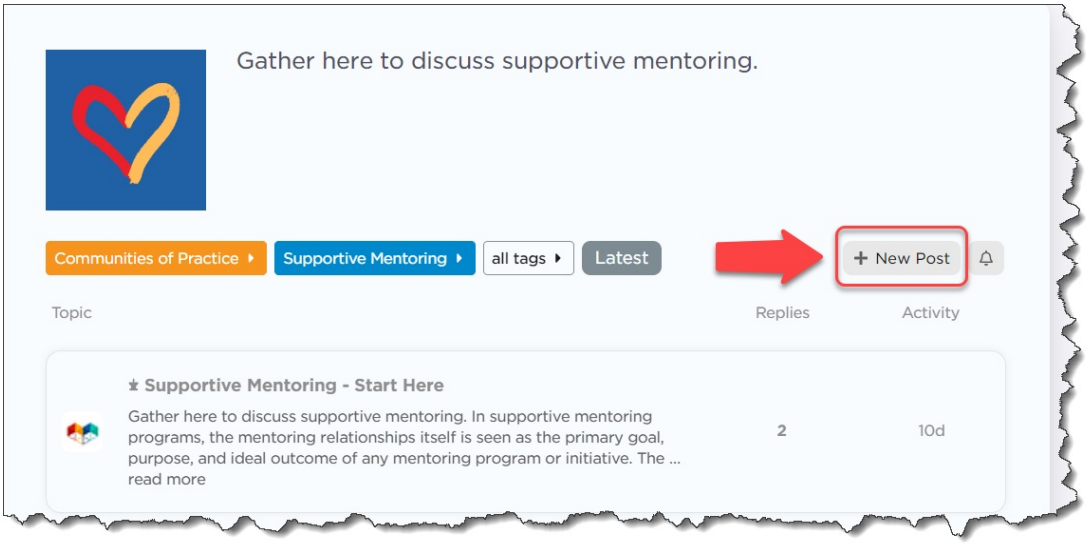
Please note that while community members can create their own posts in the *Communities of Practice* section, all other sections only allow community members to comment on existing

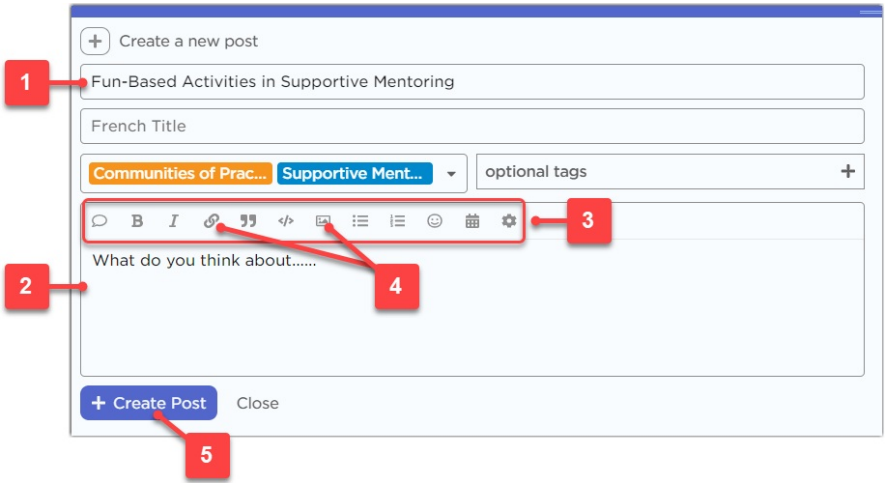
discussion topics created by Mentor Canada moderators.

- 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.

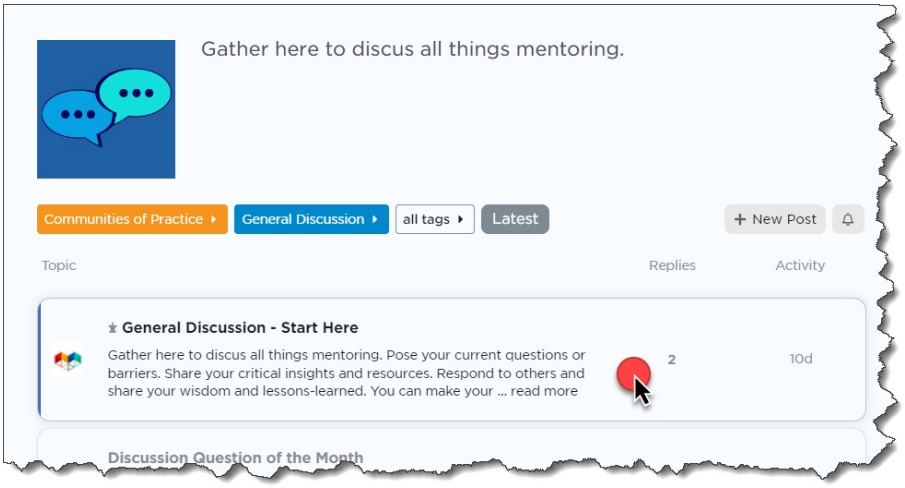
3. Use formatting tools such as bold, italics, or bullets to enhance your post.

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

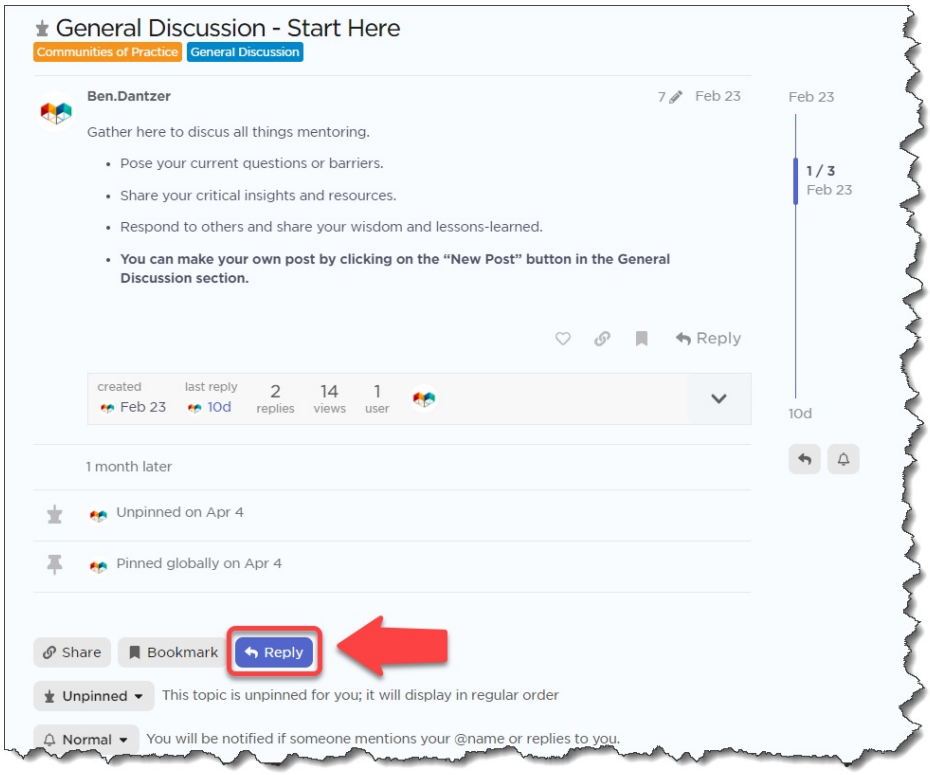
5. When you're done, **click on the** "**Create Post**" button to publish your post.

Commenting/Replying on a Post

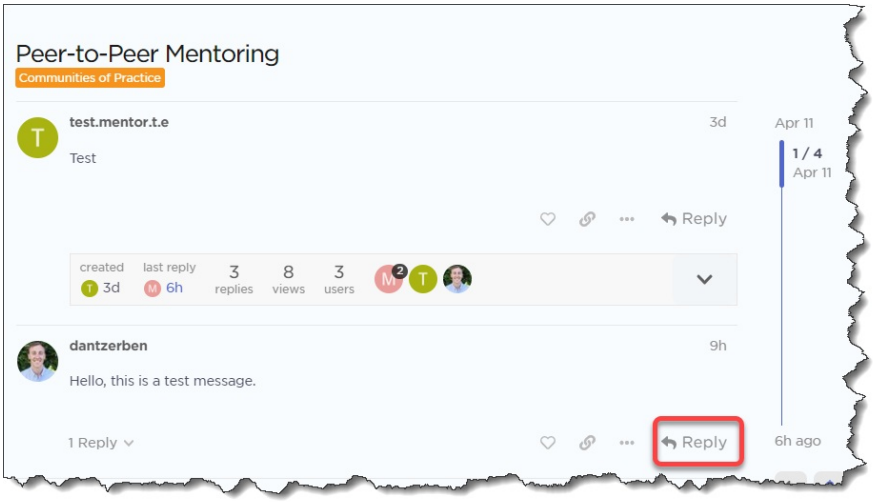
- **Go to the discussion topic** where you want to comment or reply.

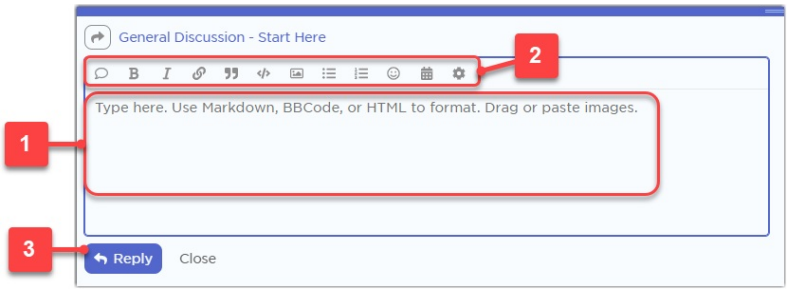


- Scroll down to the bottom of the page where you'll see a **blue "Reply" button**.



- **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.

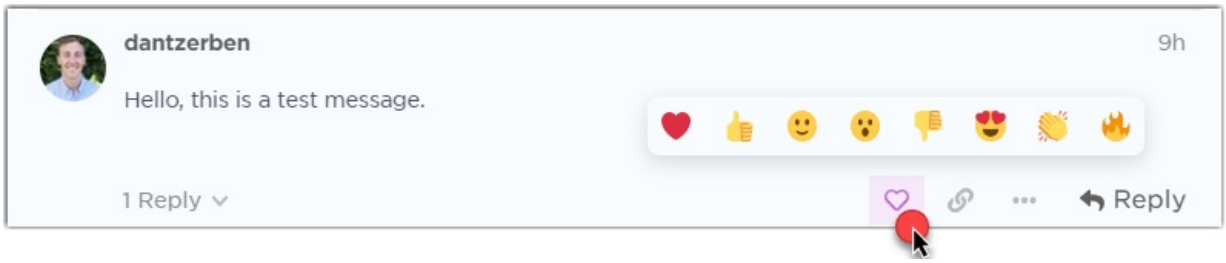
2. Use formatting tools to format your text, if needed.

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.

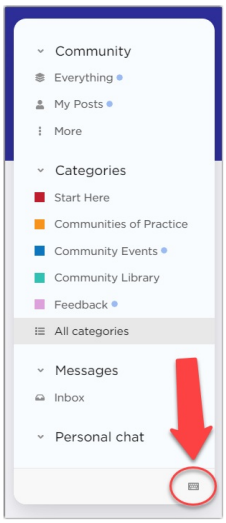


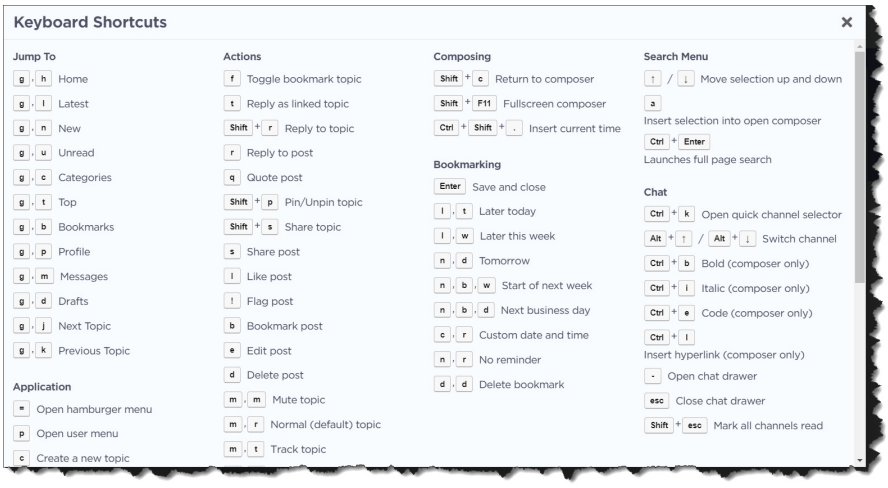
Keyboard Shortcuts

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.





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 you 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

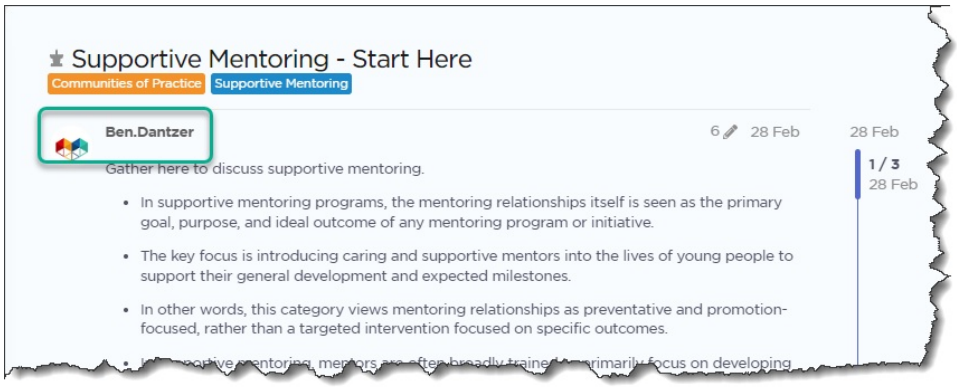
1. Messages:
Messages on the Community of Practice are private communications between individual users. They are typically used for one-on-one conversations or for sharing information privately. Messages are similar to email exchanges and are not visible to other users unless they are part of the conversation. 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.

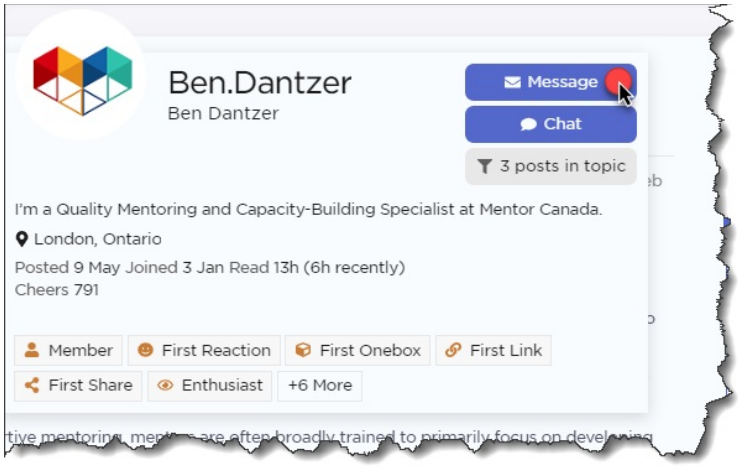
Part 2: Sending a Message to Another User

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.

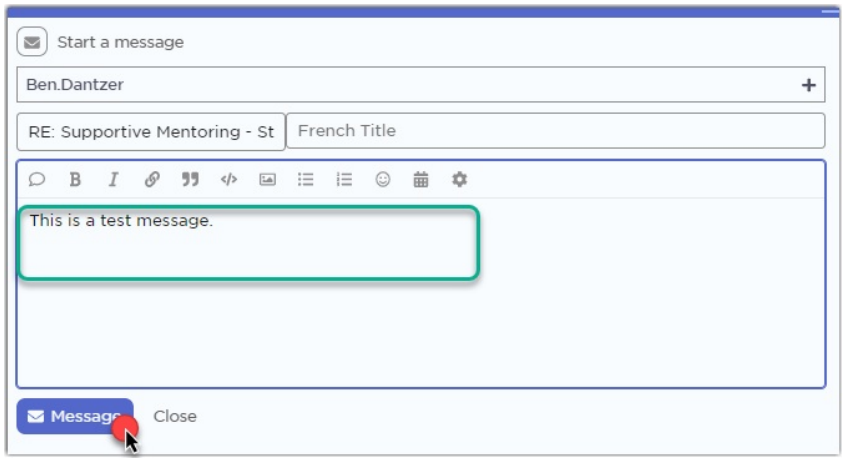


2. Access the Message Option:
Once you click on the username or avatar, look for the "Message" option. It is represented by an envelope icon on a button labeled "Message." Clicking on this option will open the message composition window.



3. Compose and Send the Message:

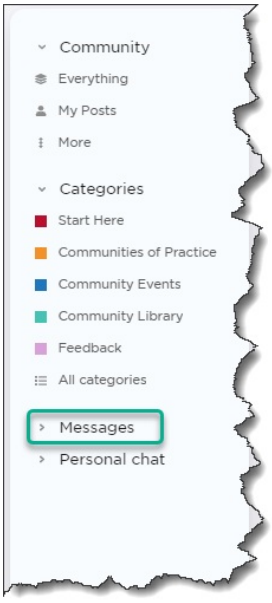
In the message composition window, type your message, including the subject and the main content. Once you are satisfied with your message, click the "Message" button to deliver it to the intended recipient. The user will receive a notification about your message and can respond accordingly.



Sending a Message From the Left-Hand Side Menu

1. Access the Message Option:

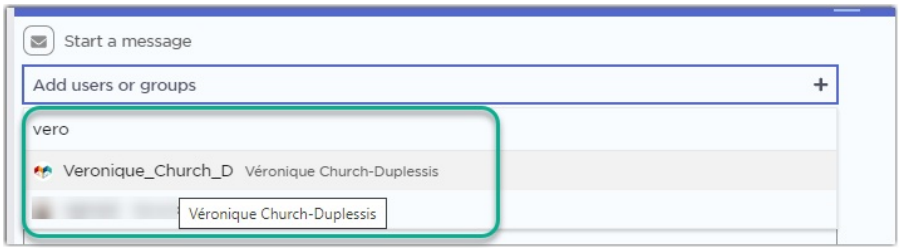
To send a message to another user, navigate to the left-hand side menu and look for the "Messages" option.



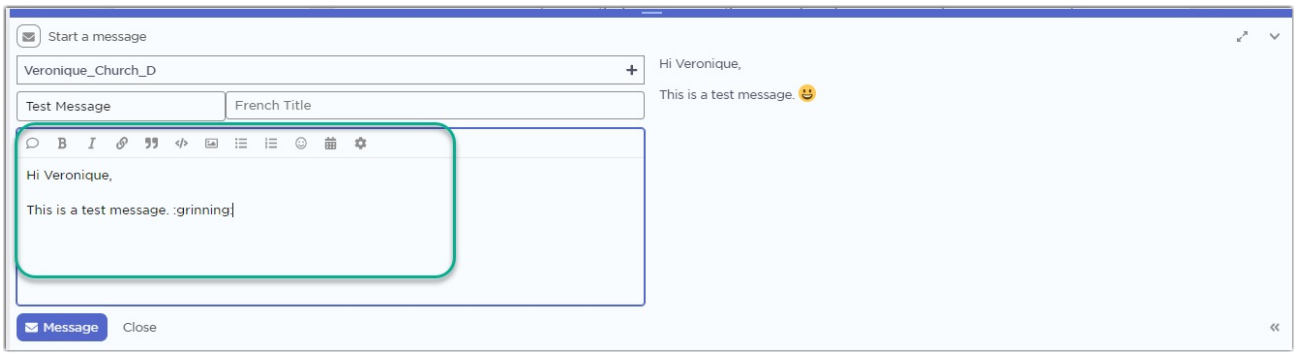
2. Compose a New Message:

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

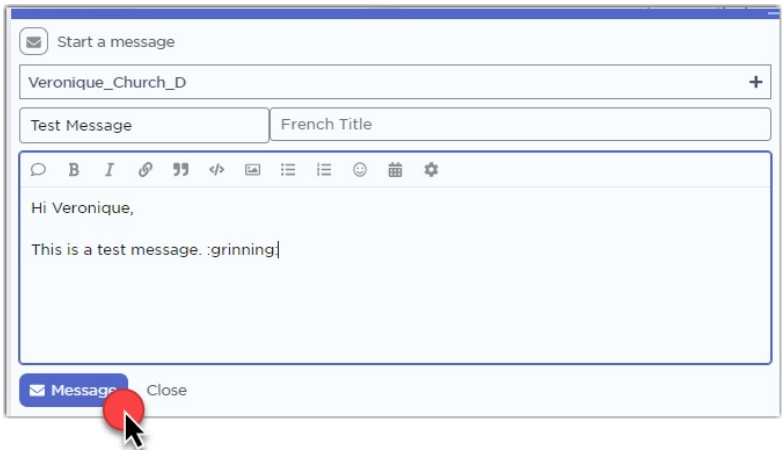
3. Select the Recipient(s):
In the message composition window, start typing the username or the name of the user(s) you want to message. As you type, it will suggest matching usernames or names. Select the desired recipient(s) from the suggestions.



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.

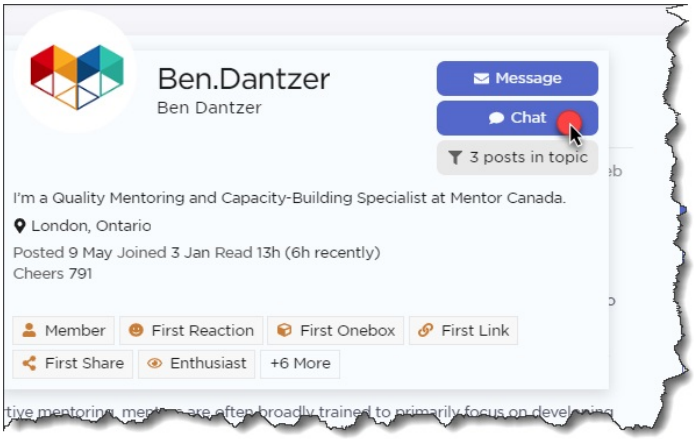


Part 3: Starting a Chat Conversation with Another User

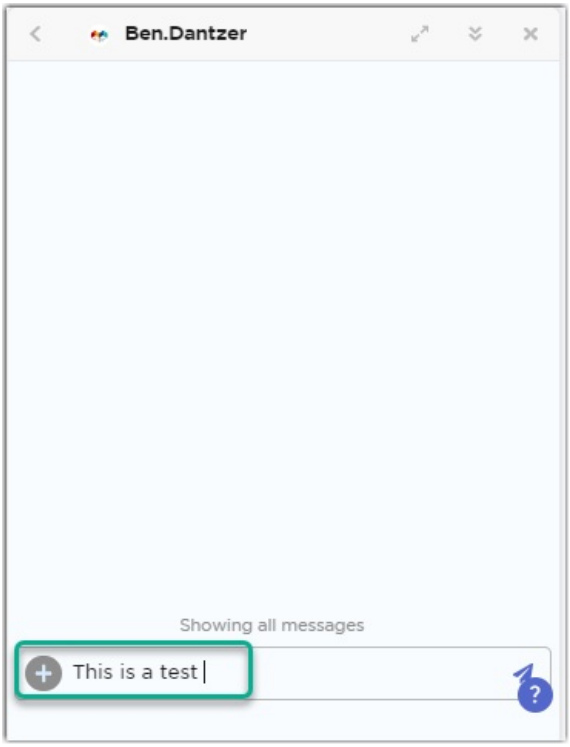
Start a Chat Conversation From the User Profile

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.

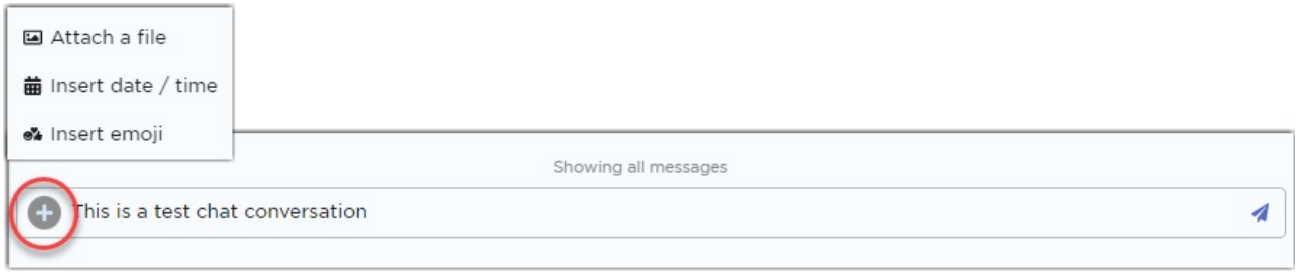
2. Access the Chat Option:
Once you click on the username or avatar, look for the "Chat" option. It is represented by a chat bubble icon on a button labeled "Chat." Clicking on this option will initiate the chat conversation.



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.

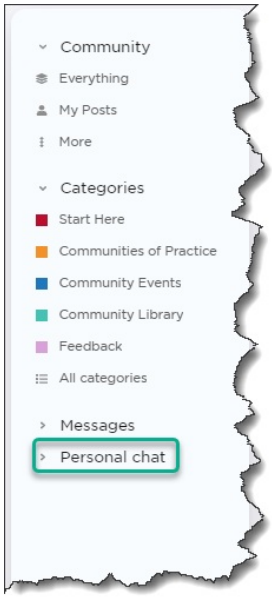


Tip: The plus sign + in the chat window allows you to attached a file or insert an emoji.



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.

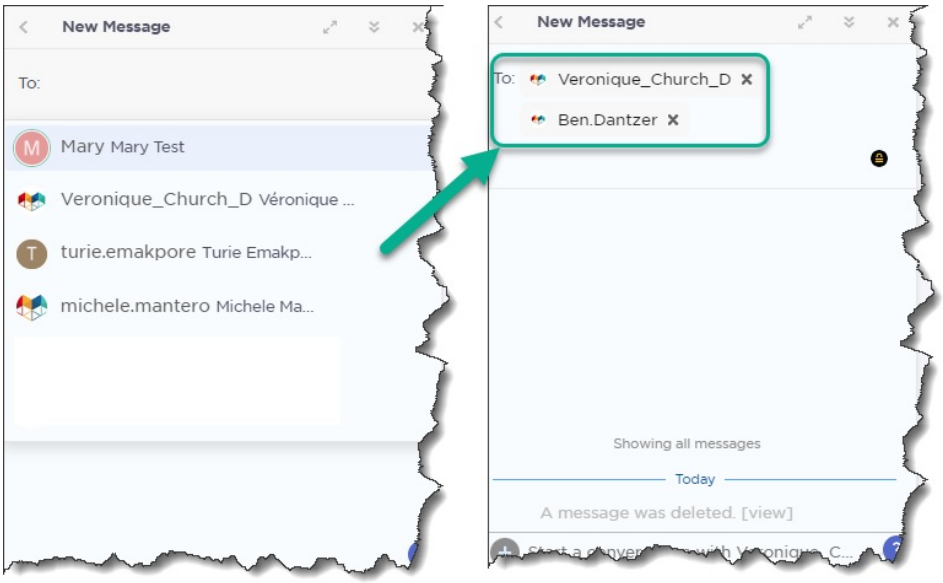


2. Start a New Chat:

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

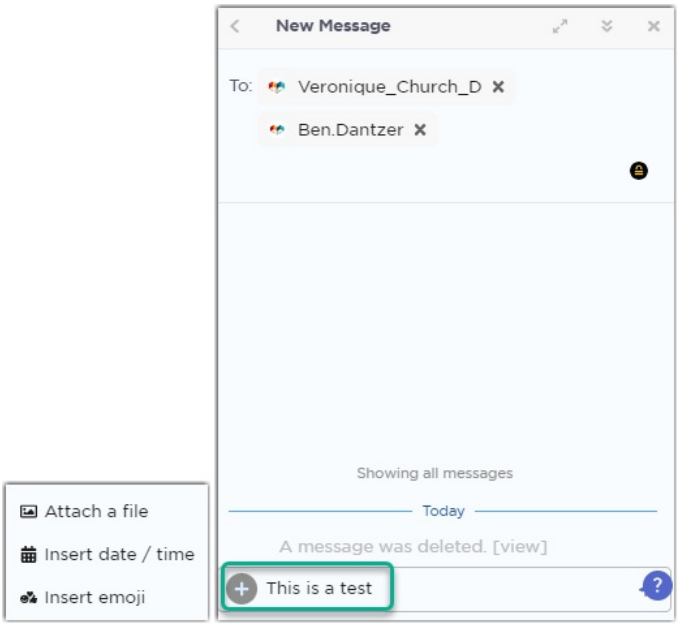
3. Add Participants (if applicable):

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.

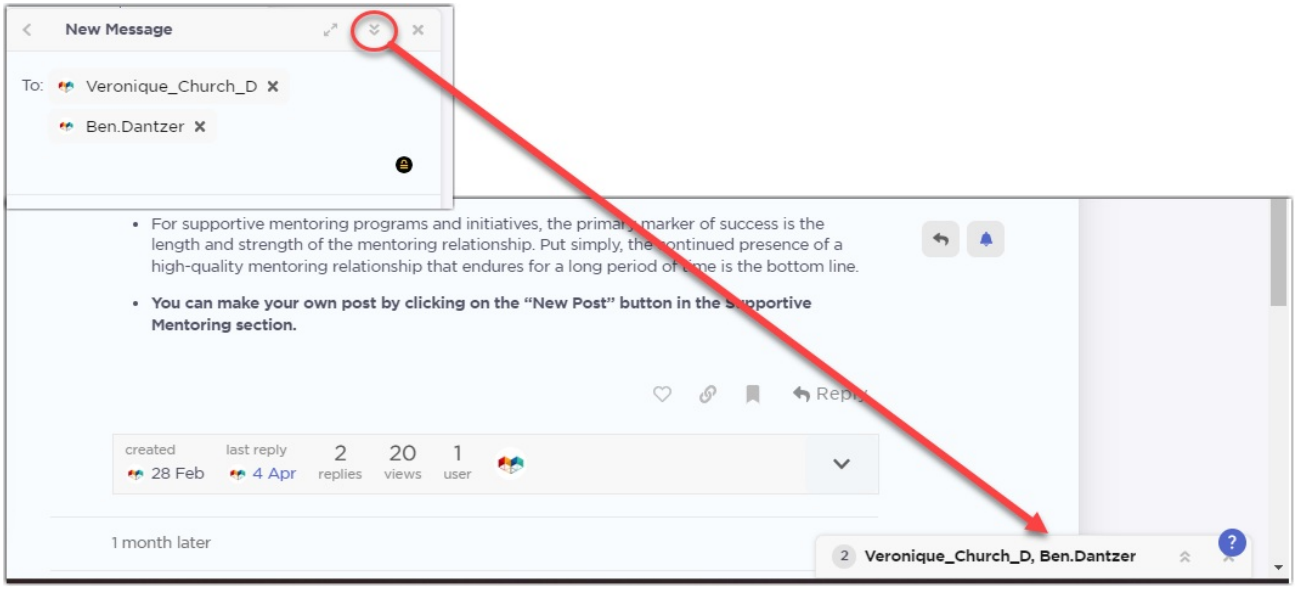


4. Compose and Send the First Message:

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 attached 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.



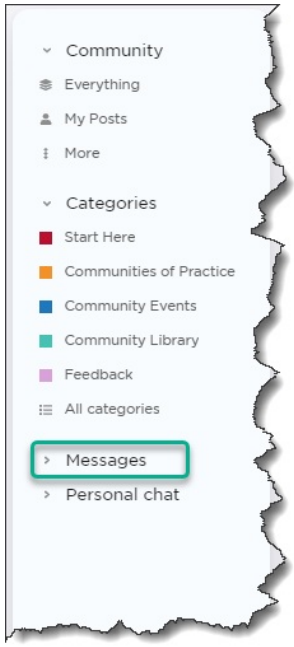
Part 4: Accessing you Inbox for Messages & Existing Chat Conversations

Accessing your Inbox for Messages

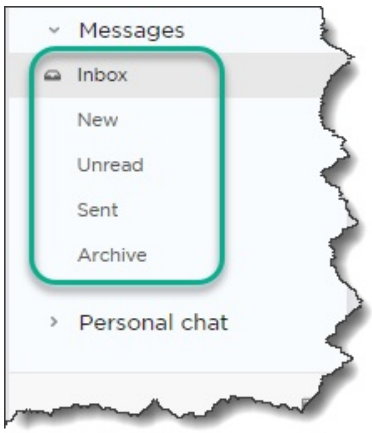
Keyboard shortcut: You can quickly access your messages by using the following keyboard shortcut: G, M.

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.

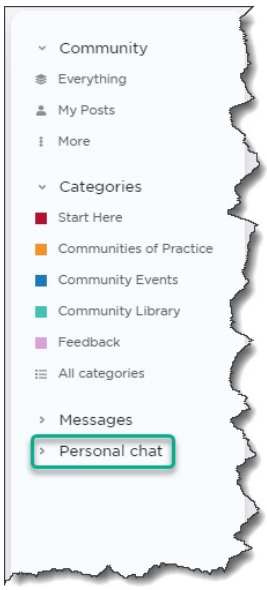
Accessing Existing Chat Conversations

> **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:

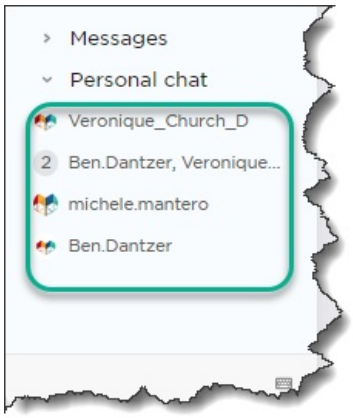
1. Locate the Personal Chat Option:

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

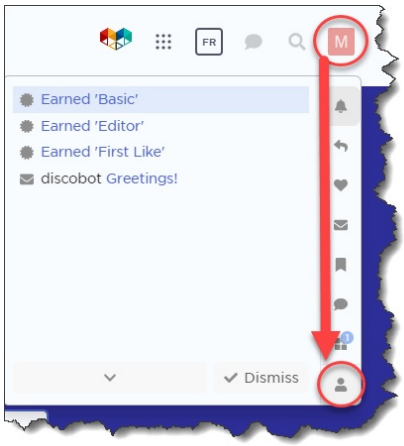
Community User Profile : A Quick Guide

- 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

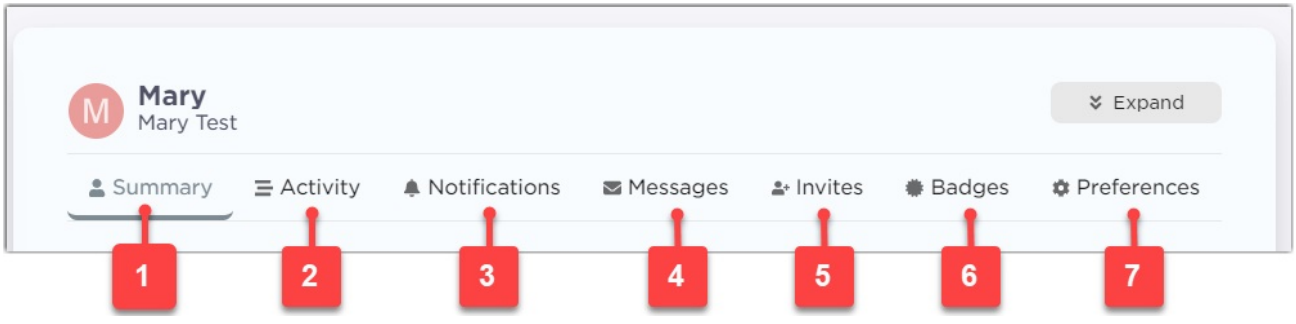


- Click on your profile picture or initial in the top right corner of the page.
- Select the "Profile" icon twice from the dropdown menu that appears.
- You will be taken to your user profile page, where you can view and edit your preferences, activity, badges, and other information.

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 your 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

Technical Assistance and Capacity-Building

Request Support with the Quality Mentoring System

- Request Support with the Quality Mentoring System
- Report Technical Difficulties and/or Access Training Materials

Request Support with the Quality Mentoring System

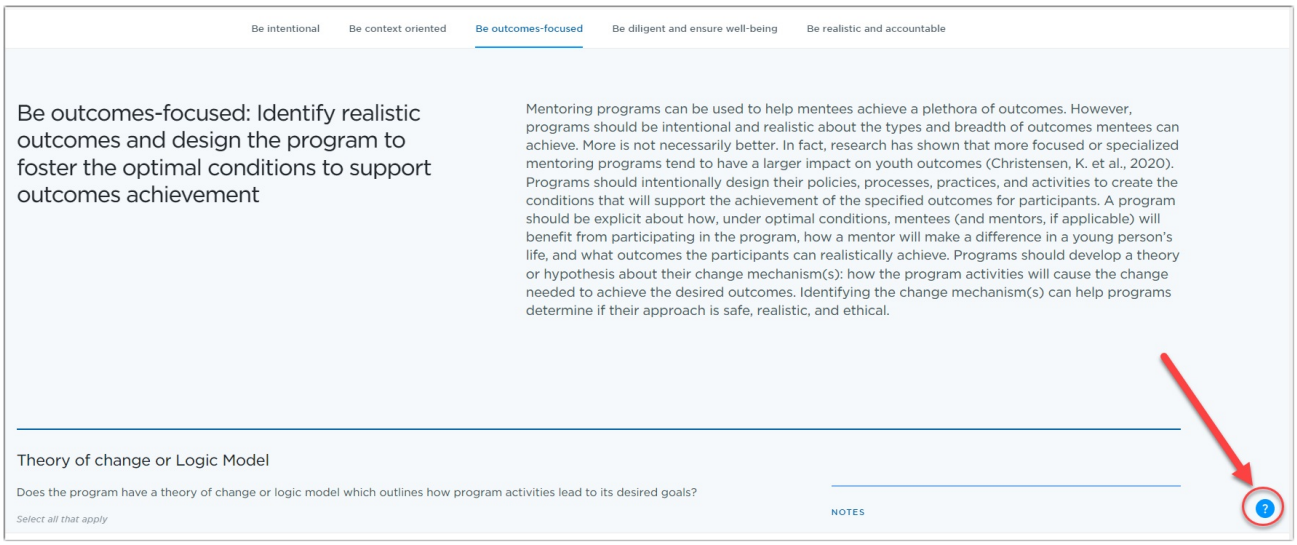
1.0 We prioritize and value long-term collaborative relationships. If you are not sure where to start, have some questions, or just want to speak face-to-face with someone, we would be happy to hear from you! No-cost support is available at any time. We are here to celebrate your wins, offer nuanced and balanced advice, and co-construct solutions to your most pressing challenges. We look forward to hearing from you!

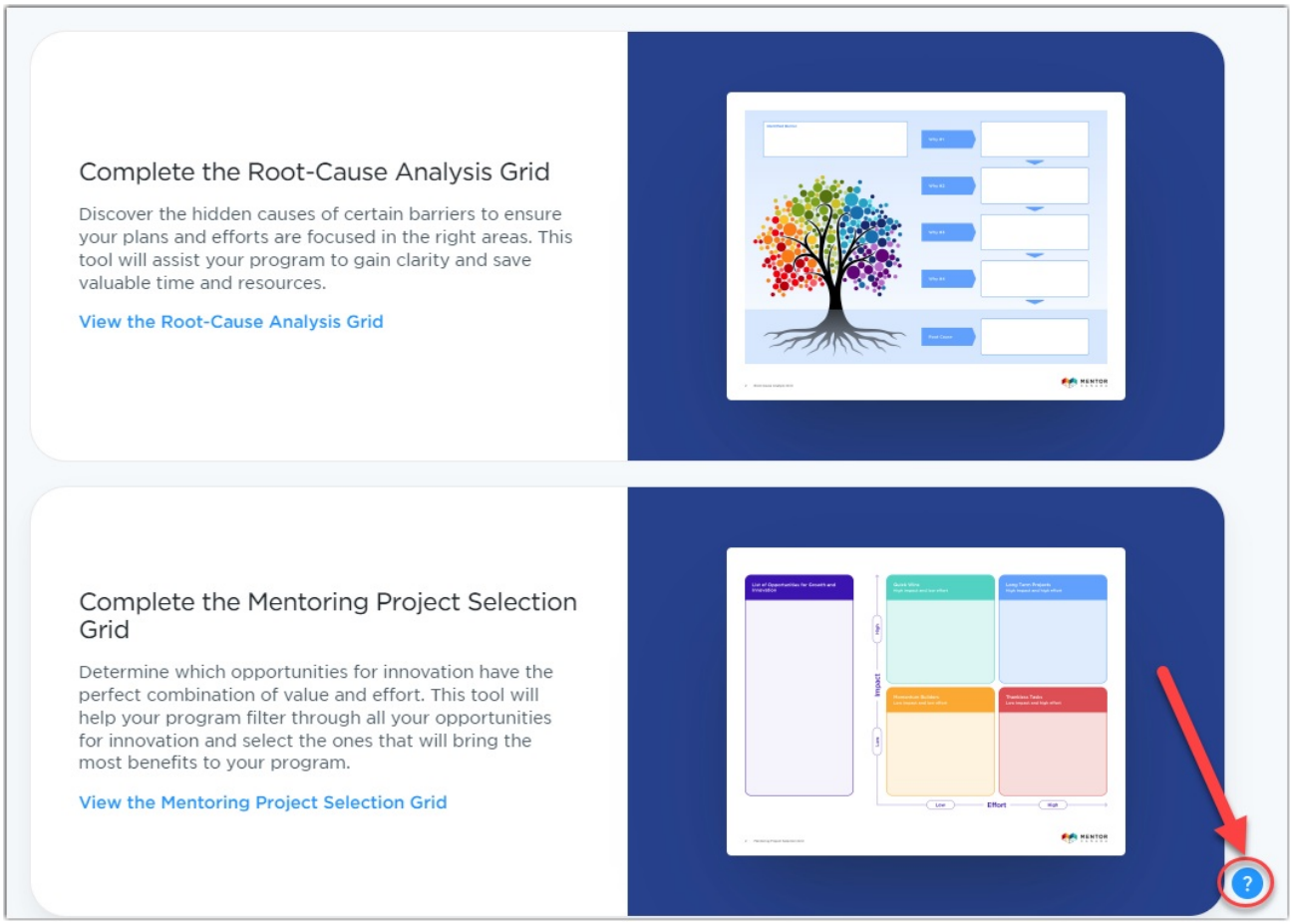
Contact Us for Support:
By Email: Contact our Quality Mentoring and Capacity-Building Specialist: Ben Dantzer
Drop-In Hours: We host regular drop-in hours on Wednesday from 2-4 pm Eastern time. Drop by to have face-to-face chat with our Quality Mentoring and Capacity-Building Specialist via Zoom. No appointment is needed.
CLICK HERE to join the Drop-In Hours Call

Report Technical Difficulties and/or Access Training Materials

2.0 To report any technical issue and/or to access training materials for any of the QMS tools, click the support icon on any page.

2.1 The support icon is available for all the QMS tools.





2.2 The support function will give you the options to:

- Self-serve by redirecting you to our Support & Training Centre
- Contact us by email