Create Additional Administrators

Context

When access to the virtual mentoring platform is requested for the first time via the Mentor Connector, a program administrator is assigned to oversee the program. **This initial program administrator is automatically designated as the main administrator, holding the highest access levels on the platform.**

In this training article, we will guide you through the responsibilities and capabilities of the administrator role. We will explore how you can effectively utilize your elevated access levels to maximize the platform's potential and support the goals of your mentoring program.

There are 3 program administrator levels:
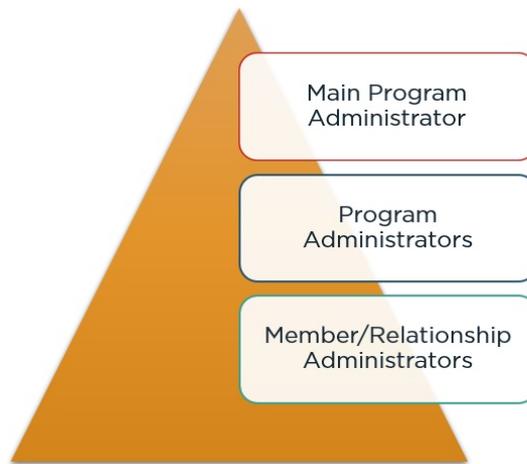
Administrators Access Levels

Main Administrator	Program Administrators	Member/Relationship Administrator
User management: Add/remove administrator access rights Mentors and mentees	User management: Mentors and mentees Member/relationship administrators	View and communicate with the mentors/mentees and relationships that have been assigned to them.
Their email address is used for support/questions	Can manage all aspects of the mentoring program	Multiple Member/Relationship Administrators per program
Can manage all aspects of the program	Multiple Program Administrators per program	
One Main Administrator per program		

* Will be the recipient of mentors & mentees email replies (to system generated email messages) and they will also receive mentors & mentee's comments when sent from the platform (comments box on the dashboard).

ℹ The main administrator can be changed at any time. Email **support@mentoringcanada.ca** with the name and email address of the new main administrator.

Create Program Administrators & Member/Relationship Administrators

⚠ It is important to note that only the main administrator will be able to give administrator access rights to other users.

1. Go to the MentorCity login page https://ementor.mentoringcanada.ca

2. Enter your credentials and click `Login`.

Welcome to the E-Mentoring Platform brought to you by:

**MENTOR CANADA**

Login

michele.mantero@mentoringcanada.ca

••••••••••

☑ Remember me

Login

3. Click on the "Admin" tab on the left-hand side of the page.

4. Click "Copy Link" located under the "Invitation Link" tile on the first row of the admin dashboard.
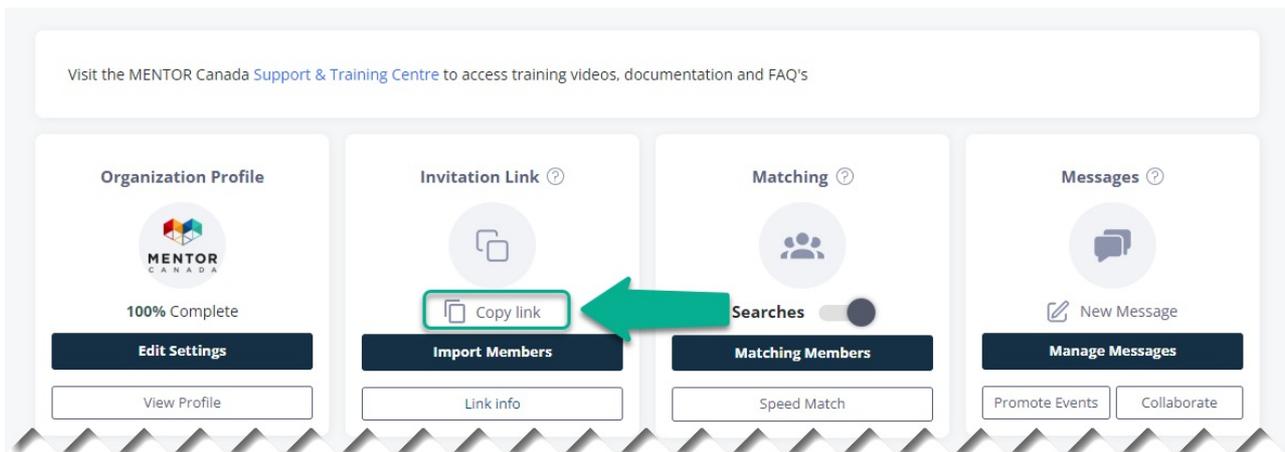
5. Paste this link into an email and send it to the person who needs an administrator access so they can create an account.
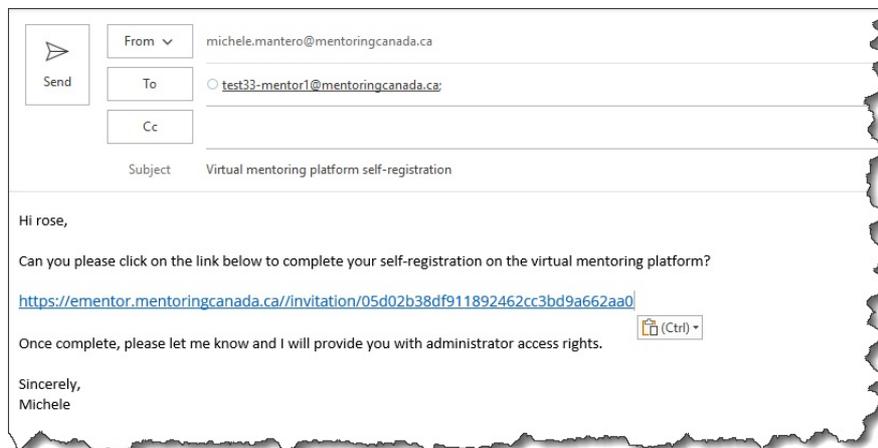
**6.** The individual completes the registration process.

**MENTOR Canada has invited you to join this community**

First name

Last name

Email

Password

Password confirmation

Register

Login
Forgot password?
Didn't receive unlock instructions?

7. Once the individual has created their account, the **main administrator** clicks on the "Admin" tab.
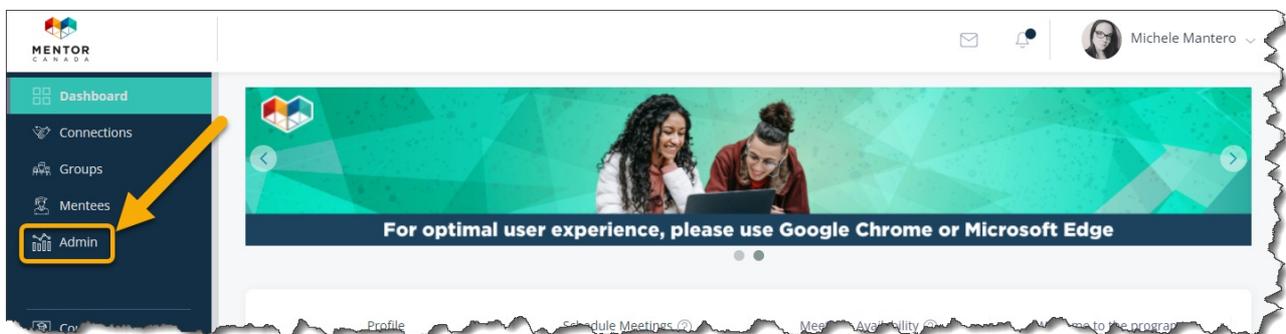

8. Click "Edit Settings" located under the "Organization Profile" tile on the first row of the admin dashboard.
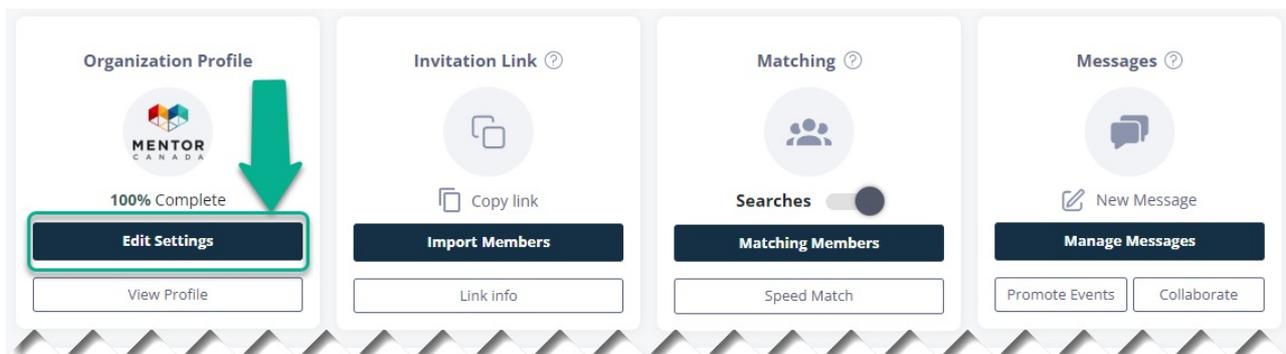
**9.** On the left-hand side of the page, click on "Manage Administrators."
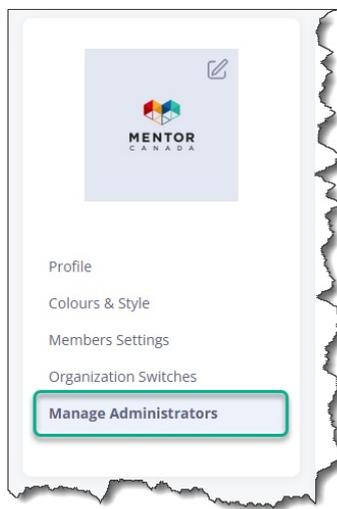
10. Find the newly registered user in the user list and click the member's role field next to their name. This action will open a drop-down menu where you can select the appropriate administrator role for the user.
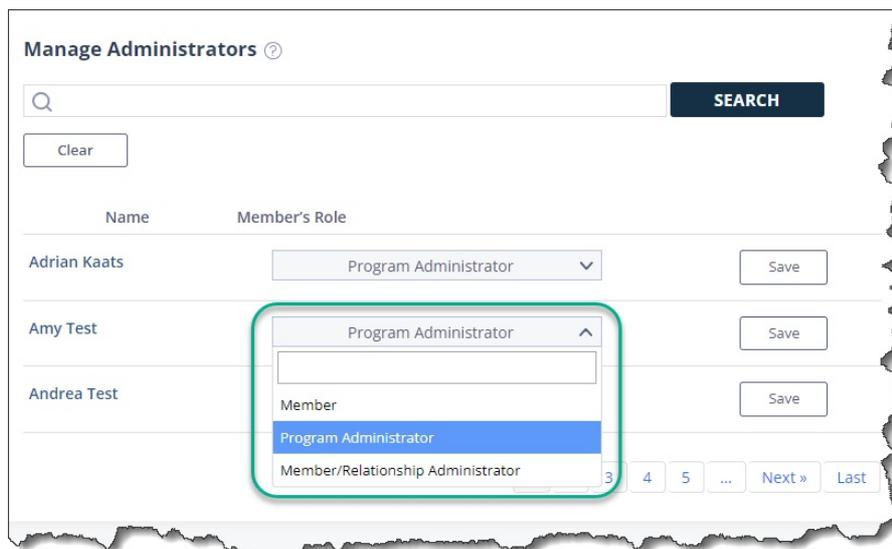
11. Click Save

12. This box will come up asking you to confirm the change. Click **Ok**
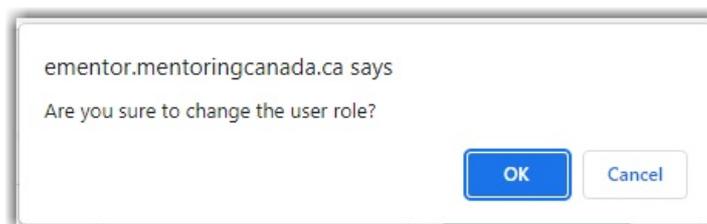
## Assign Mentors, Mentees and Relationships to a Member/Relationship Administrator

Member/Relationship Administrators can only view and communicate with the mentors, mentees and relationships that have been assigned to them by a program administrator.

Assign Mentors and Mentees to a Member/Relationship Administrator

1. To assign mentors and mentees to a Member/Relationship Administrator, click on the "Admin" tab on the left-hand side of the page.

2. Click on the "Members" tile located on the second row of the admin dashboard.
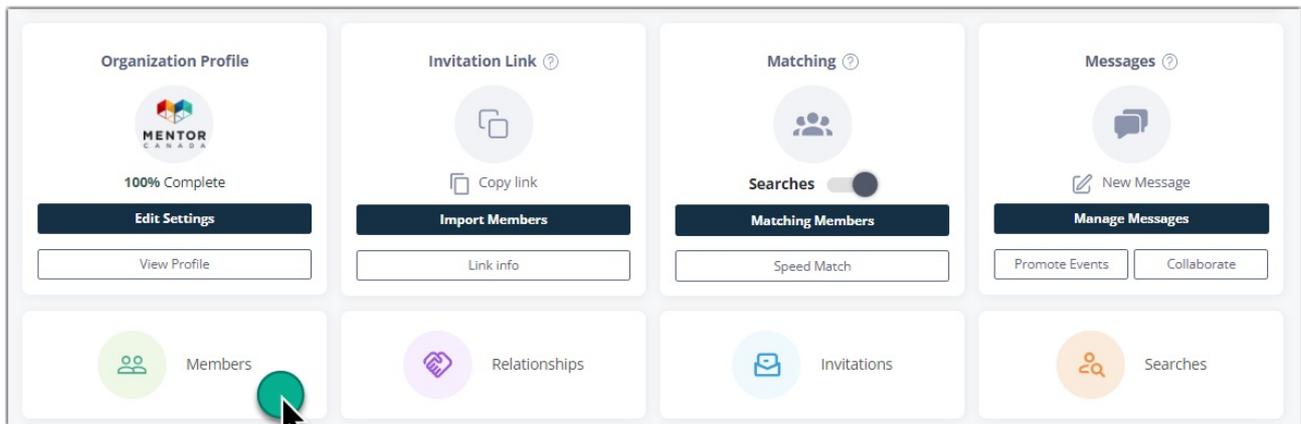
3. Find the mentor or mentee that needs to be assigned to a specific Member/Relationship Administrator and scroll to the left until you see the button `Member Administrator` . You can also reduce your browser's zoom to 75% to gain a full view.
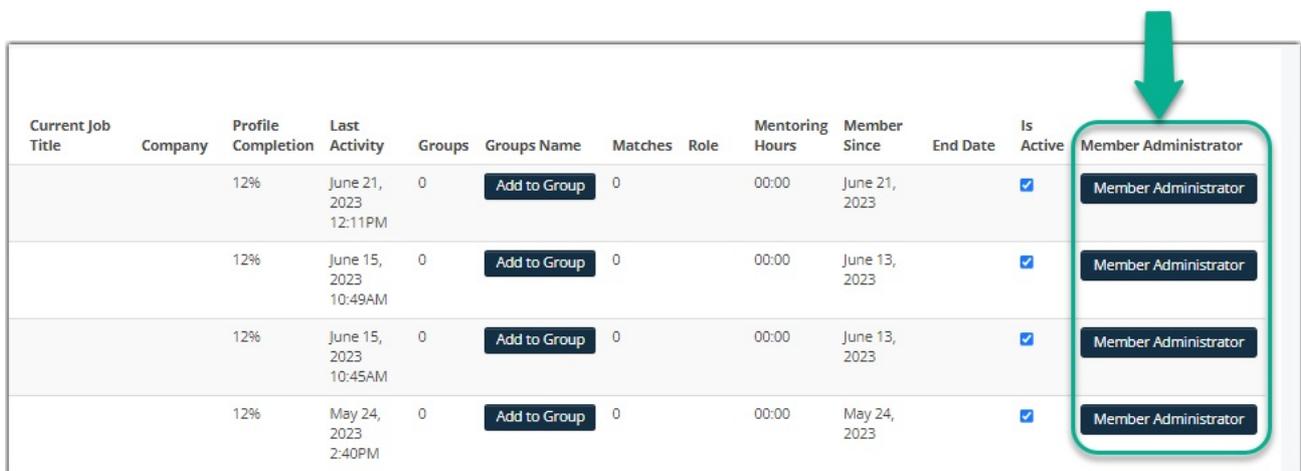

4. Click the `Member Administrator` button.
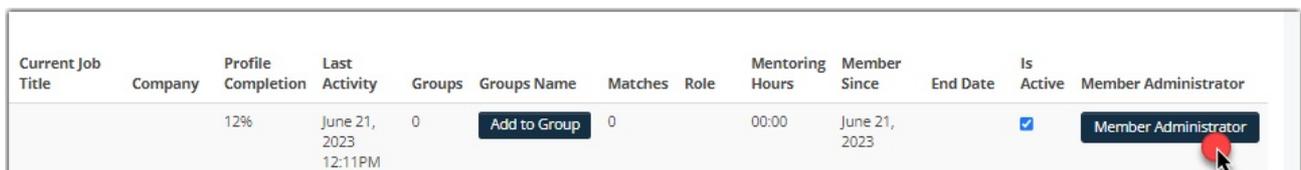
5. Click the drop-down menu and select the name of the designated Member/Relationship Administrator.
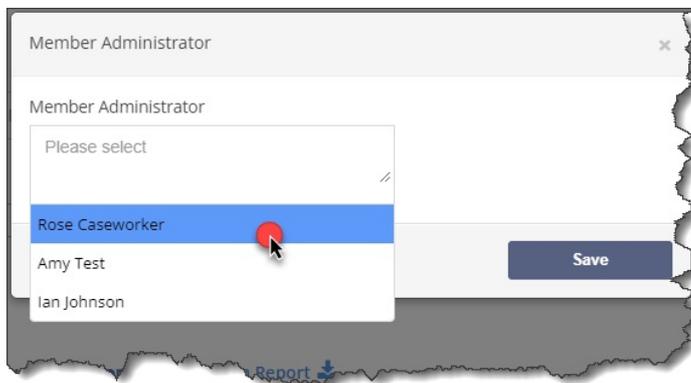
5.1 Please note that it is possible to assign a member to multiple Member/Relationship administrators by making an additional selection.
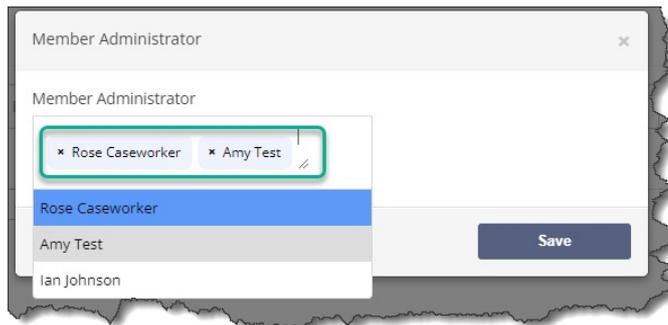
6. Click Save

7. Repeat steps 1-6 until you have assigned all mentors and mentees to the appropriate Member/Relationship Administrator.

Assign Relationships to a Member/Relationship Administrator

This feature allows Member/Relationship Administrators to access relationship information between a mentor and mentee when one of the two member is not assigned to them. For example, mentor Luca is assigned to Member/Relationship Administrator A and mentee Nicholas is assigned to Member/Relationship Administrator B. The relationship would be assigned to Member/Relationship Administrator A and B, so they can view and communicate with the mentorship.

1. To assign a relationship to a Member/Relationship Administrator, click on the "Admin" tab on the left-hand side of the page.
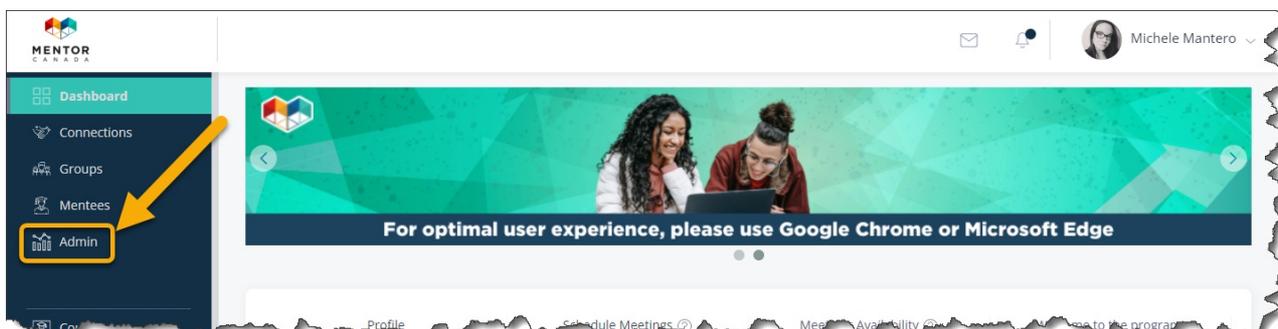
2. Click on the "Relationships" tile located on the second row of the admin dashboard.
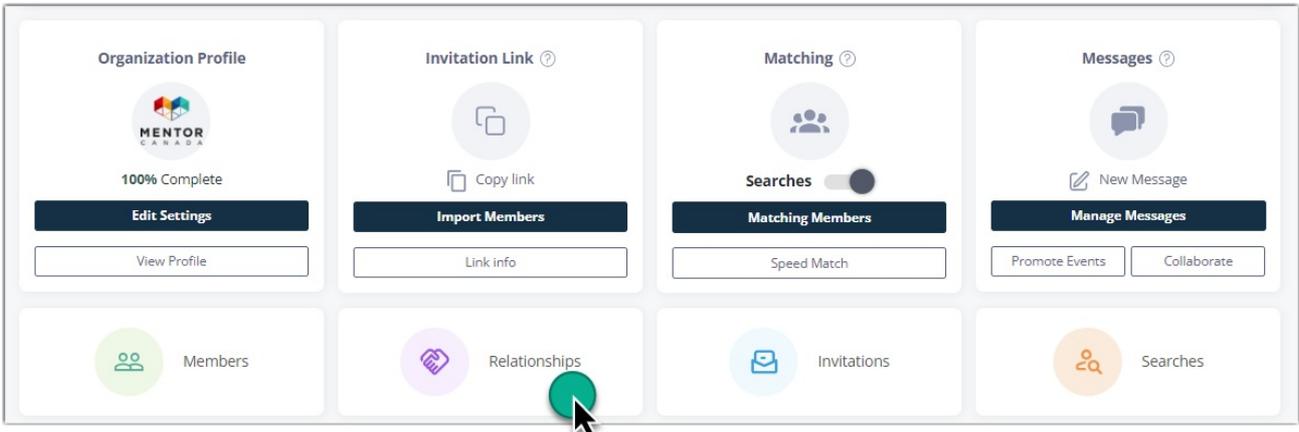
3. To locate the relationship that needs to be assigned to a specific Member/Relationship Administrator, please scroll to the left until you find the `Relationship Administrator` button. In case you encounter any difficulty viewing the button, you can adjust your browser's zoom level to 80% for a complete view.

Mentor's Name	Mentee's Name	Relationship Status	Mentoring Agreement	Program Evaluation	Number Of Hours	Number of Meetings	Created On	Started On	Ended On	Mentorings Request	Mentorings Relationship	Relationship Administrator
Mary Smith	Charlotte Test	Matched			00:00	0	September 20, 2022	September 20, 2022		Details	Details	Relationship Administrator
Mary Smith	Charlotte Test	Completed			00:00	0	September 19, 2022	September 19, 2022	September 20, 2022	Details	Details	Relationship Administrator
Mary Smith	William Johnson	Matched			00:00	0	September 12, 2022	September 12, 2022		Details	Details	Relationship Administrator

4. Click the `Relationship Administrator` button.

| Mentor's Name	Mentee's Name	Relationship Status	Mentoring Agreement	Program Evaluation	Number Of Hours	Number of Meetings	Created On	Started On	Ended On	Mentorings Request	Mentorings Relationship	Relationship Administrator
Mary Smith	Charlotte Test	Matched			00:00	0	September 20, 2022	September 20, 2022		Details	Details	Relationship Administrator

5. Click the drop-down menu and select the name of the designated Member/Relationship Administrator.
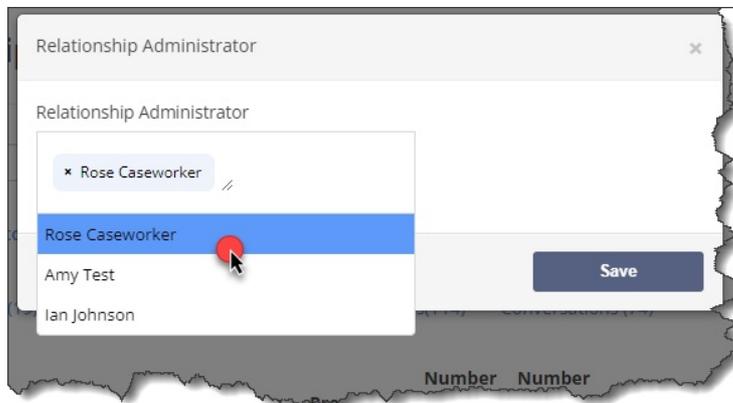
5.1 Similar to assigning a Member to a Member/Relationship administrator, it is possible to assign a relationship to multiple Member/Relationship administrators by making an additional selection.
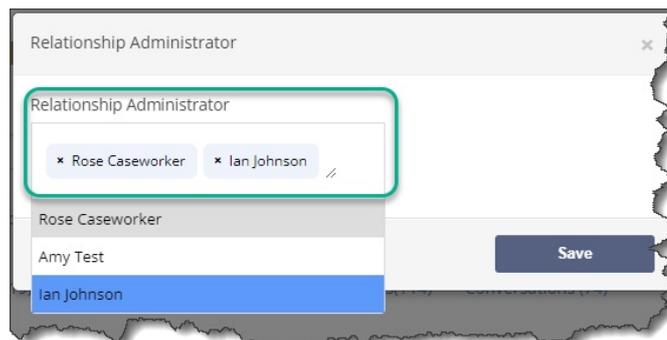

6. Click `Save`
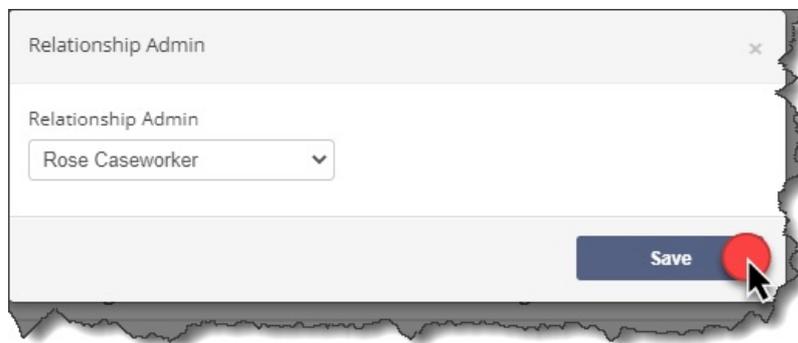
Engage with Mentors and Mentees as a Member/Relationship Administrator

Member/Relationship Administrators can access data and make profile changes pertaining to the mentors, mentees and relationship that have been assigned to them. They can also communicate with those mentors and mentees.

Access Members and Relationships Data

1. To start viewing data pertaining to assigned mentors, mentees and relationships, click on the "Admin" tab on the left-hand side of the page.
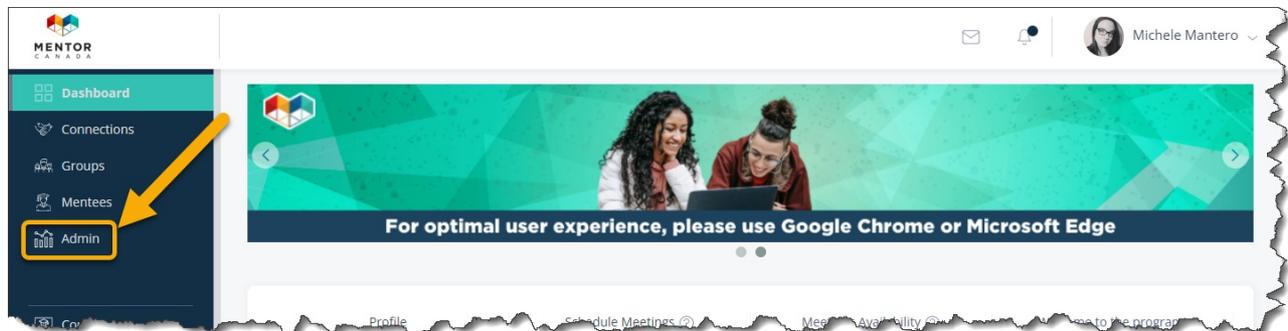
2. The Member's tab is the default tab. From here, you can view the list of mentors and mentees that have been assigned to you.

2.1 This is where you can also activate or deactivate mentors and mentees that have been assigned to you. Deactivating a user will prevent them from login in to the virtual mentoring platform.

Members

SEARCH TEXT												
	Please Select ▼		Please Select ▼			Please Select ▼	Search					

Full Name	Email	Current Job Title	Company	Profile Completion	Last Activity	Groups	Groups Name	Matches	Role	Mentoring Hours	Member Since	End Date	Is Active
Nicholas Johnson	test2-mentee1@mentoringcanada.ca	Sales	SportCheck	100%	May 4, 2022 10:10AM	0		1	Mentee	00:00	May 4, 2022		☑
Lina Chan	test32-mentee1@mentoringcanada.ca	Customer service representative	Telus	72%	May 2, 2022 12:21PM	1	Nelly's Group	1	Mentee	00:00	December 13, 2021		☑

2.2 Click on a name to view additional data, make changes to their profile and communicate with them.

2.3 The following page contains a lot of information about the user. Here is a description of all the available data and actions:

Add them to an existing Group

Reset their password

Account   Edit Profile

Edit the user's profile

Nicholas Johnson

Start chatting with this user

SportCheck
Leduc, Alberta, Canada

Acquired badges and medals

Summary
This and that

Development Areas
Adaptability, Collaboration, Innovation, Leadership, Networking

Current
Sales at SportCheck, May 2022 - Present

Mentored
0 people

About Me
Disciplined, Optimistic, Kind

Profile overview

Surveys

https://ementor.mentoringcanada.ca/en/organizations/724/surveys/161

Resources

Document Name	Viewed
Transition du Secondaire au Cégep / Transitioning from High School to College /	May 13, 2022 1:08PM
Transition du Secondaire au Cégep / Transitioning from High School to College /	May 13, 2022 1:08PM
Mentorat Durant la Pandémie / Mentoring during the Pandemic	May 13, 2022 1:08PM
Mentorat Durant la Pandémie / Mentoring during the Pandemic	May 13, 2022 1:08PM

Events

Event Name	Reviewed	Booked
Trivia Game Night/ Soirée de Jeux	1	May 13, 2022 1:08PM

Courses

Modules	Viewed
Platform Overview	May 13, 2022 1:08PM
Completing your Profile	May 13, 2022 1:08PM
Platform Overview	May 13, 2022 1:08PM

> A list of the Surveys, Resources, Events and Courses clicked by the user with time stamps.

Engagement

Role:	Mentee	Mentoring Hours	00:00
Current Mentees	0	Current Mentors	1
Max Mentees	0	Max Mentors	1
Total Mentees	0	Total Mentors	1
Appear in Search Results	Yes	Number of Notes Taken	0
Number of Goals	0	Number of Goals Achieved	0
Number of Messages Sent	1	Number of Groups	0
Number of Discussions	0		

> Engagement data

Notes

Add text...

> As a program administrator, you can add notes in this section. Notes will not be visible to mentors and mentees.

[Save]

Nicholas's Searches

Full Name	Goals	Created On	Mentoring Relationship	Mentoring Request
Nicholas Johnson		May 4, 2022	Details	Details

> Searches done by the user for a mentoring match

Nicholas's Relationships

Mentor's Name	Mentee's Name	Relationship Status	Mentoring Agreement	Program Evaluation	Number of Hours	Number of Meeting	Created On	Started On	Ended On	Mentoring Request	Mentoring Relationship
Luca Smith	Nicholas Johnson	Matched			00:00	0	May 4, 2022	May 4, 2022		Details	Details

> Current mentoring relationship information

Meetings

Mentor's Name	Mentee's Name	Sent By	Date	Time	Status	Mentor Feedback	Mentee Feedback
Luca Smith	Nicholas Johnson	Nicholas Johnson	May 17, 2022	11:00 AM to 11:30 AM	Invited		

Scheduled meetings data

Calls

Participants	Start At	End At	Duration	Status

Video calls data

Conversations

Conversation with	Number of Messages	Show Conversation
Luca Smith	2	

Number of messages sent in this mentorship

2.4 To return to the previous page, scroll back up and click "Members".

2.5 Click on the "Relationships" tab to view relationships data.

Relationships

All(1) Matched (1) Completed (0) Meetings(1) Calls(0) Conversations (1)

Mentor's Name	Mentee's Name	Relationship Status	Mentoring Agreement	Program Evaluation	Number Of Hours	Number of Meetings	Created On	Started On	Ended On	Mentorings Request	Mentorings Relationship
Luca Smith	Nicholas Johnson	Matched			00:00	0	May 4, 2022	May 4, 2022		Details	Details

2.6 There will be clickable links in these columns once the mentor and mentee have completed a mentoring agreement and evaluation so that you can review what has been entered in each. In this example, because they have completed a mentoring agreement, the administrator can click on the "Details" link to review it.

2.7 Click Details under the "Mentoring's Relationship" column to view additional information about this mentorship.
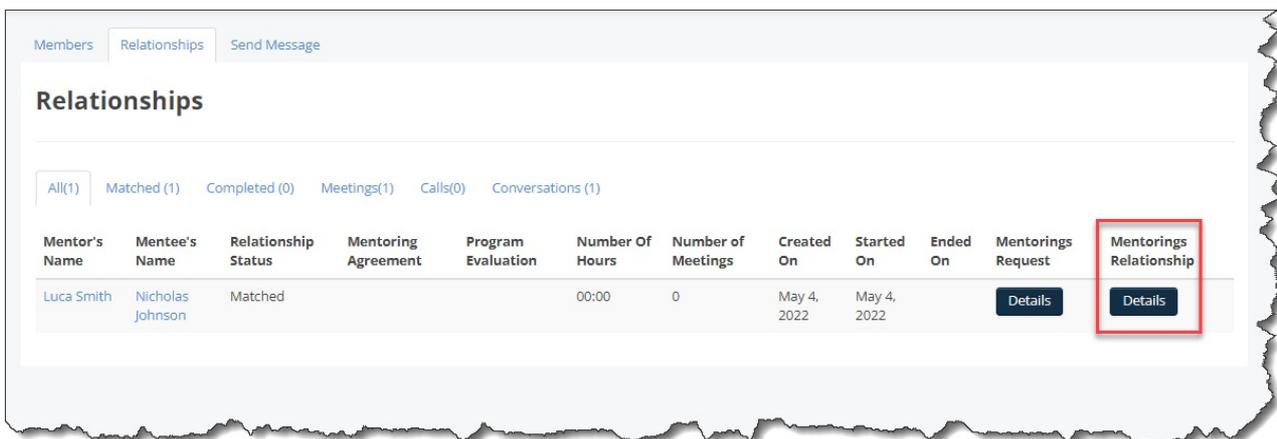

Send Messages to Mentors & Mentees

3. To communicate with mentors, mentees and/or relationships assigned to you, click on the "Admin" tab on the left-hand side of the page.

3.1 Click on the "Send Message" tab.
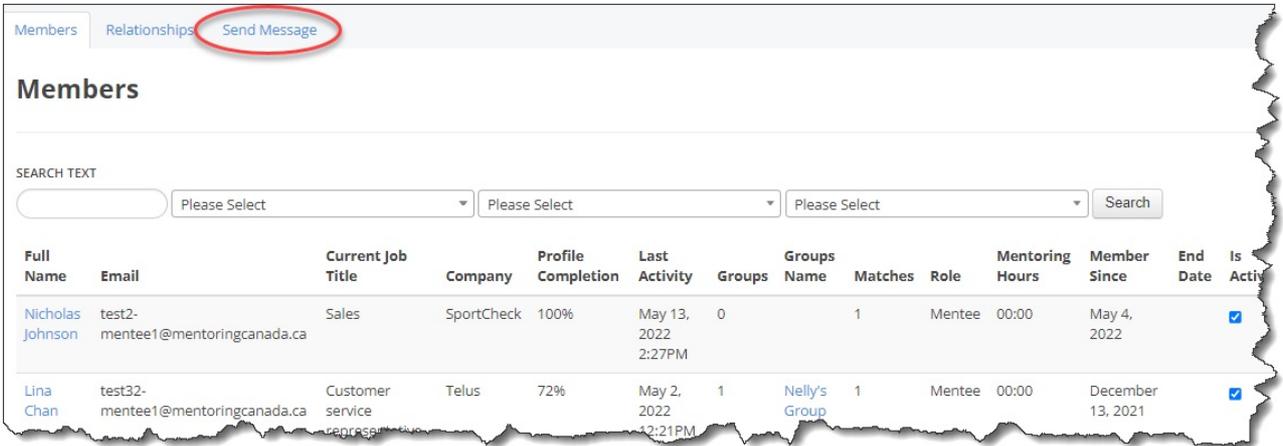
3.2 Indicate to whom this message is intended for, specific roles, relationship status or specific individuals.
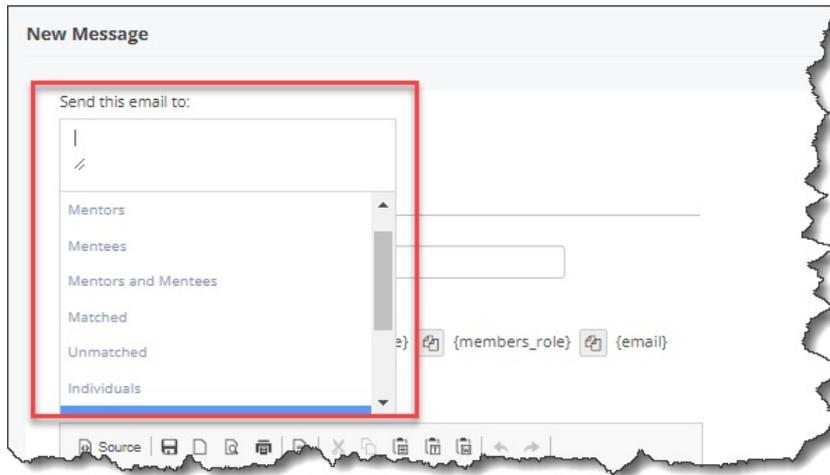
3.3 Enter a subject line, the body of the email and attached a file if required.
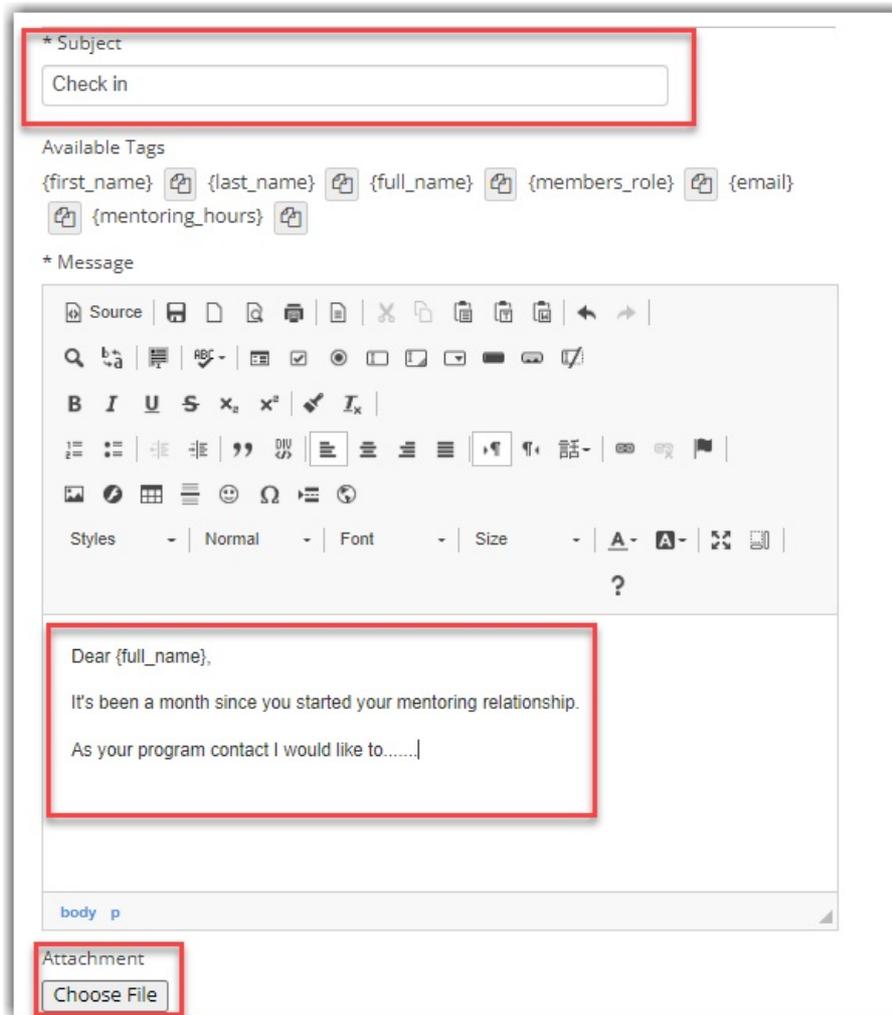
ⓘ Use tags to capture each recipient's name, role, email or mentoring hours within the body of the email. To do so, click the "copy" icon beside the tag and click CTRL + V in the body of the email.

3.4 Click `Create Message`

* Message

Attachment

Choose File

Create Message   Cancel
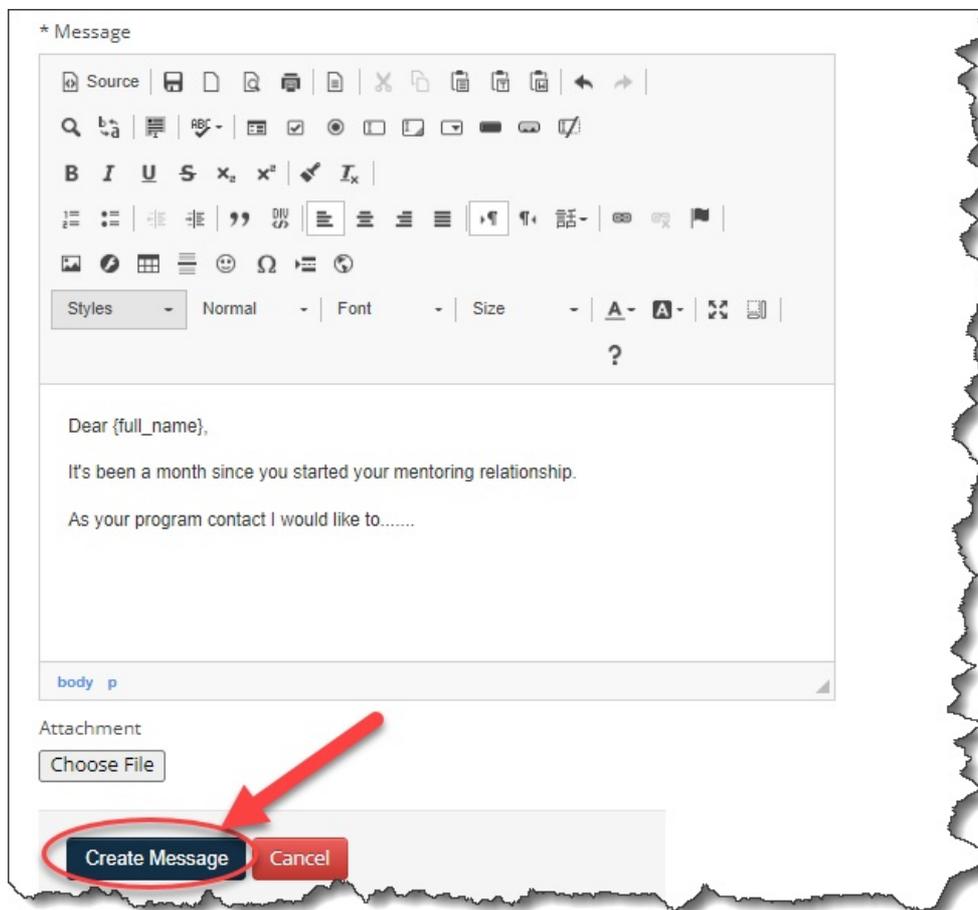
3.5 Review your message from here and if it's ready, click `Send Message` or click the "Schedule Time" to select a date and time from the calendar and indicate when this message should go out and then click `Send Message`.

MENTOR
CANADA

Check in

Dear {full_name},
It's been a month since you started your mentoring relationship.
As your program contact I would like to.......

For further assistance, please email systems.tests@mentoringcanada.ca
To login, please visit https://ementor.mentoringcanada.ca/en/sign_in

You have received this email from Mentor Canada because you have an account with us. This e-mail address is not monitored and messages received cannot be responded to. To change your notification settings, please click here. If you would prefer not to participate in our mentoring programs, please click here to deactivate your account.

Powered by:
MentorCity™

Send this email to:

x Mentors and Mentees

Schedule Time

In Time Zone Mountain Time (US & Canada)

Send Message   Edit Message   Back to Messages   Delete Message

Managing Groups as a Member/Relationship Administrator

Within the virtual mentoring platform, Member/Relationship Administrators have the ability to manage groups and facilitate effective interactions. They can also add their assigned members to specific groups and monitor group dynamics. However, it's important to note that Member/Relationship Administrators **do not have the ability to create groups**. This privilege rests with the Program Administrator, who establishes the groups, enabling Member/Relationship Administrators to manage them seamlessly.

As a Program Administrator, you possess the authority to create groups, thereby setting the foundation for effective collaboration and engagement. By leveraging this administrative capability, you enable Member/Relationship Administrators to efficiently oversee and nurture the interactions within their assigned groups.

Create a Group

1. The Program Administrator can create a group by clicking on the "Admin" tab on the left-hand side of the page.


**1.2** Click "Collaborate" located under the "Messages" tile on the first row of the admin dashboard.
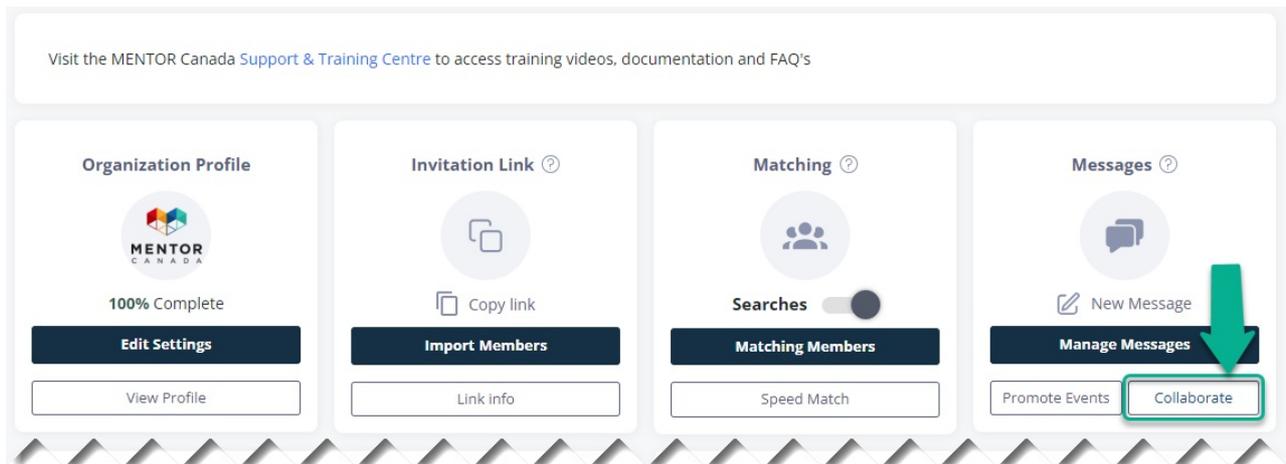

1.2.1 Then click "Group Mentoring".

1.3 Click `Create Group`.
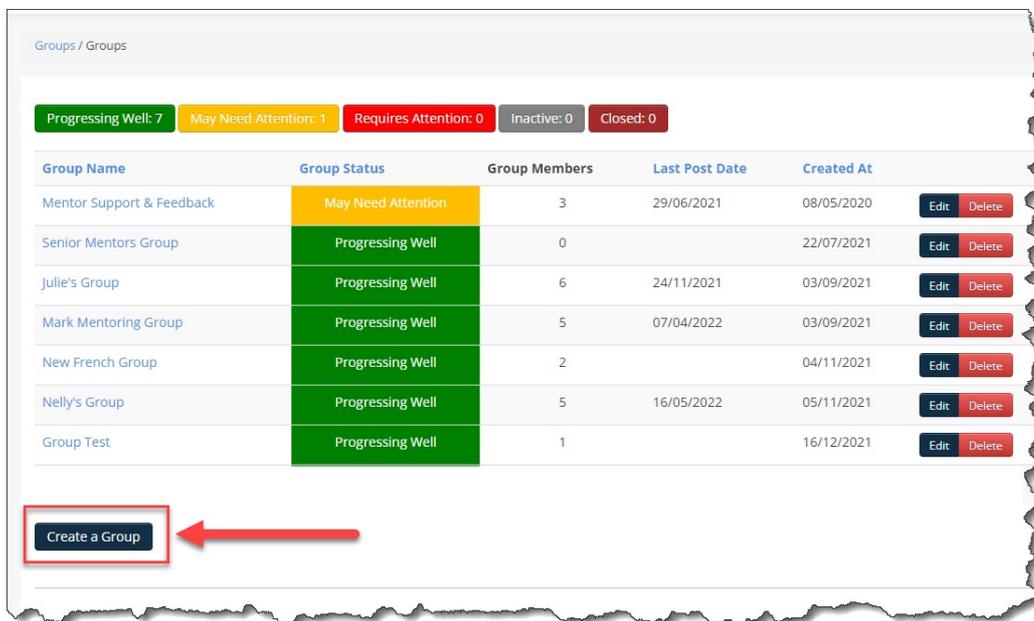
1.4 Give the group a name and a description. In this example, we will use the name of the mentor as the group name.
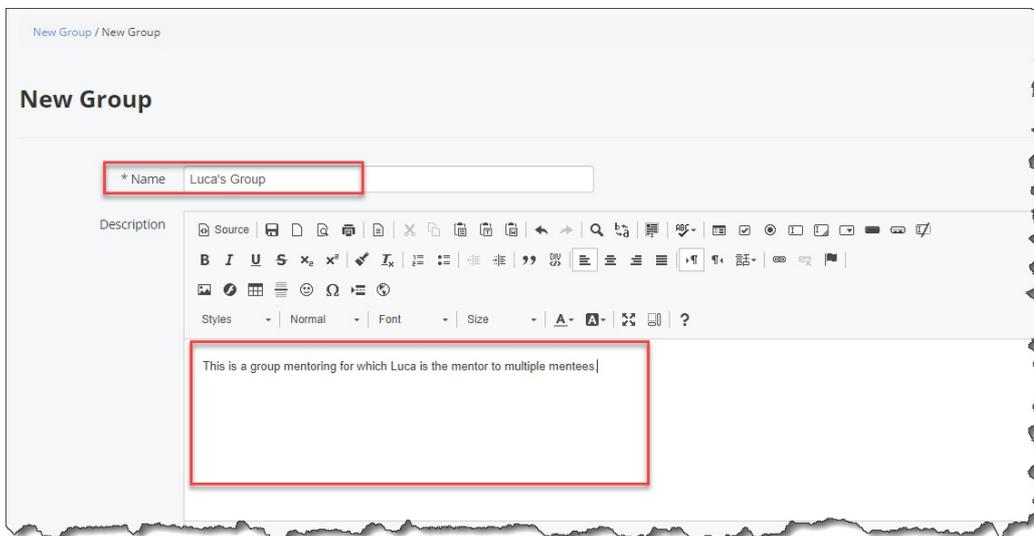
1.5 Select a Group Status. For a brand-new group, based on your internal process, choose a status between the first three statuses listed.
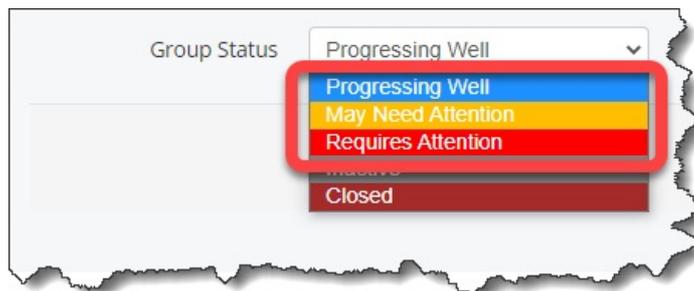
1.6 *Optional:* Attach a photo that is representative of the group. A different photo can be added based on the language selected on the platform. Make sure to follow the recommended dimensions.

Here is an example of what groups with or without a photo would look like to the end user:
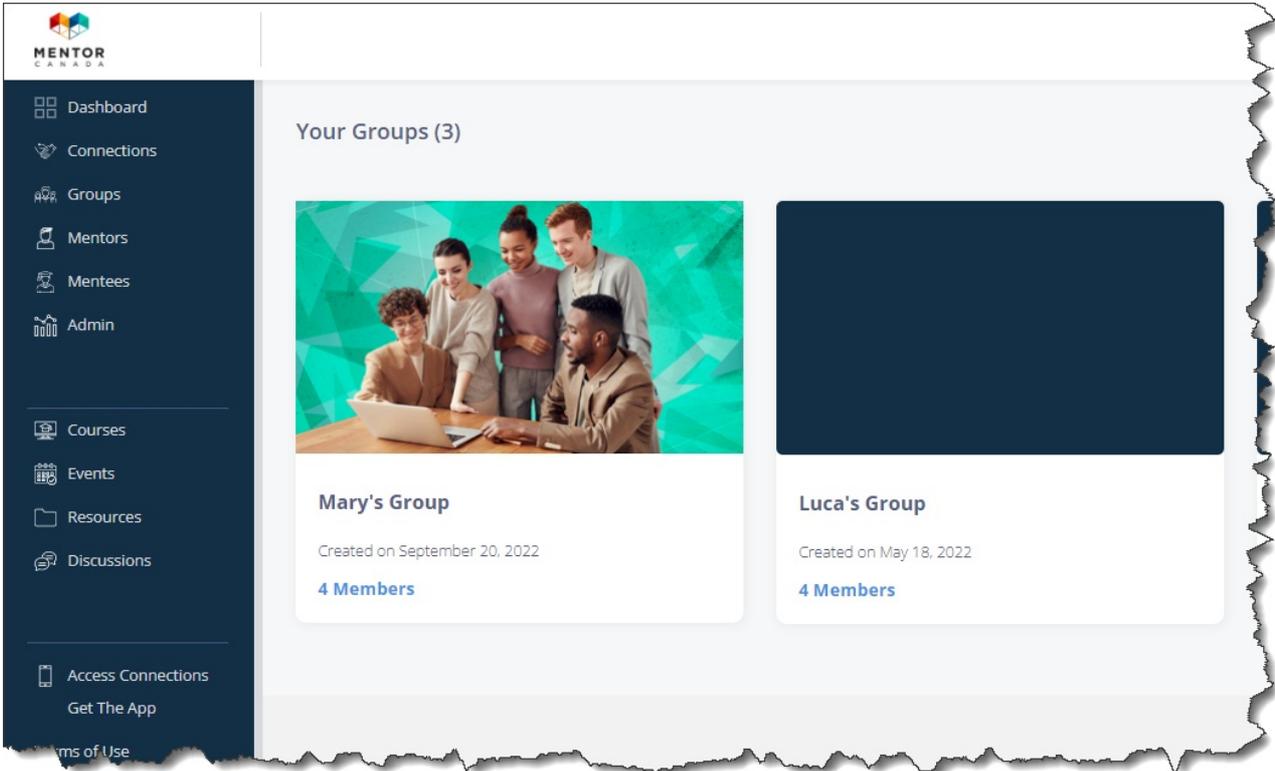
Add Members to a Group

2. Now that a group has been created, the Member/Relationship Administrator can start adding his assigned members to the newly created group. The Member/Relationship Administrator needs to return to the administrator's dashboard.

2.1 Click on "Members".
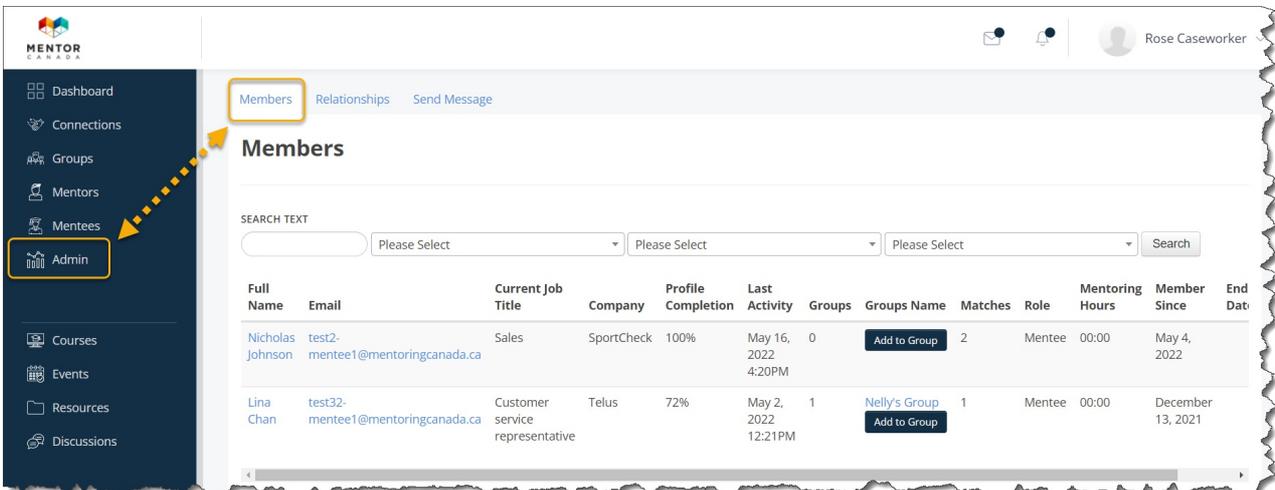
2.2 Click on `Add to Group` in the row of the mentor/mentee's name.

Full Name	Email	Current Job Title	Company	Profile Completion	Last Activity	Groups	Groups Name	Matches	Role	Mentoring Hours	Member Since	End Date
Nicholas Johnson	test2-mentee1@mentoringcanada.ca	Sales	SportCheck	100%	May 16, 2022 4:20PM	0	Add to Group	2	Mentee	00:00	May 4, 2022	

2.3 Check the box corresponding to the group this mentor/mentee will join and click `Save Changes`.

2.4 Repeat steps **2.2 to 2.3** for each member that needs to be added to a group.

3. The Member/Relationship Administrator can now view and access the Group by:

3.1 Clicking on the "Admin" tab and then clicking on the group name under the "Group Names" column.

Luca's Group

This is a group mentoring for which Luca is the mentor to multiple mentees.

[Join Meeting]

Send Message

[text area]

[Choose File]

[Send]

Messages

You haven't sent or received any messages in this activity.

People

Luca Smith (Mentor)
Accountant at ABC

View Luca's profile

Nicholas Johnson (Mentee)
Sales at SportCheck

View Nicholas's profile

Lina Chan (Mentee)
Customer service representative at Telus

3.2 The Member/Relationship Administrator can also view and access any groups that his assigned members have been added to, even if added by a different administrator.

For example, Lina Chan below has been added to Nelly's Group by a Program Administrator. The current logged in Member/Relationship Administrator can click on "Nelly's Group" to view the interactions because Lina is one of their assigned member.

Members

SEARCH TEXT

[Please Select ▾] [Please Select ▾] [Please Select ▾] [Search]

Full Name	Email	Current Job Title	Company	Profile Completion	Last Activity	Groups	Groups Name	Matches	Role	Mentoring Hours	Member Since	End Dat
Nicholas Johnson	test2-mentee1@mentoringcanada.ca	Sales	SportCheck	100%	May 16, 2022 4:20PM	1	Luca's Group [Add to Group]	2	Mentee	00:00	May 4, 2022	
Lina Chan	test32-mentee1@mentoringcanada.ca	Customer service representative	Telus	72%	May 2, 2022 12:21PM	2	Luca's Group, Nelly's Group [Add to Group]		Mentee	00:00	December 13, 2021	

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

🕑Revision #16
★Created Mon, Jun 26, 2023 9:13 PM by Michèle Mantero
✏Updated Mon, Jan 22, 2024 11:21 PM by Michèle Mantero