

# Messages Filter

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## Context

The message filter functionality within the virtual mentoring platform provides administrators with a powerful tool to monitor mentor and mentee conversations. Administrators are **notified when specific words are used in conversations**, and depending on program filtering preferences, **they can also be alerted when images, websites, email addresses, and phone numbers are shared**.

The message filter applies to various communication channels, including:

- Direct messages,
- Chat conversations,
- Discussion boards.

Whenever a word, image, website, email address, or phone number triggers the filter, **the main administrator is promptly notified via email**. This notification prompts the administrator to review the flagged message, which can then be approved or denied. If denied, the message will not be delivered to the intended recipient.

### 1 Language Filter

- The filter is not case-sensitive, but the exact spelling of a word must be used to be identified.
- The language filter is already built-in with a pre-set of words, however it is possible to add additional words.

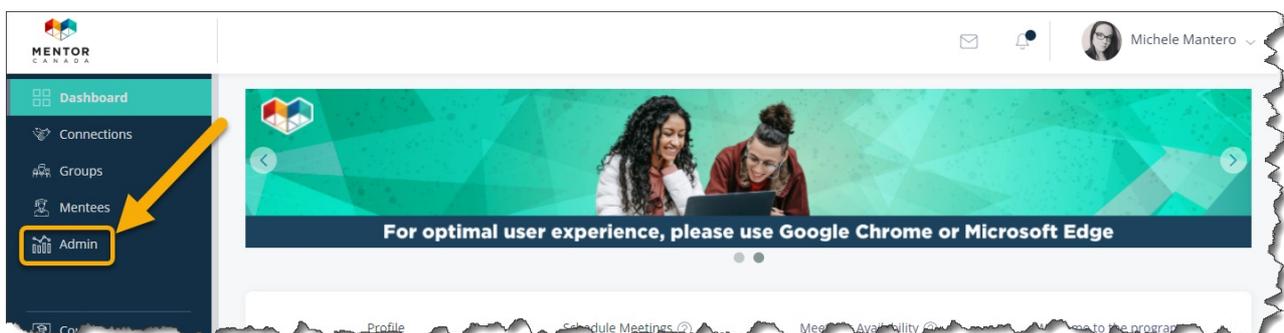
### 1 Phone Numbers

- The filtering feature will catch phone numbers entered in a variety of formats. For instance, 416-555-5555, 416.555.5555 etc....

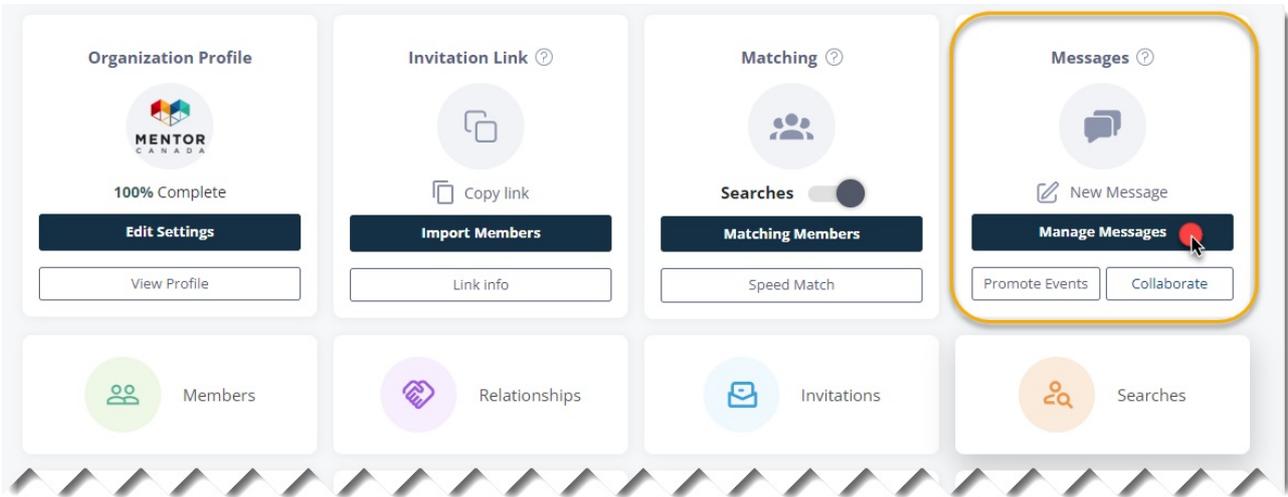
In this training article, we will explore the functionality of the message filter in detail. We will cover the configuration options, discuss how to set filtering preferences based on program requirements, and provide guidance on effectively reviewing and managing filtered messages. By understanding and utilizing the message filter, administrators can ensure a secure and appropriate communication environment for mentors and mentees.

## Step 1- Set Up Your Filtering Preferences

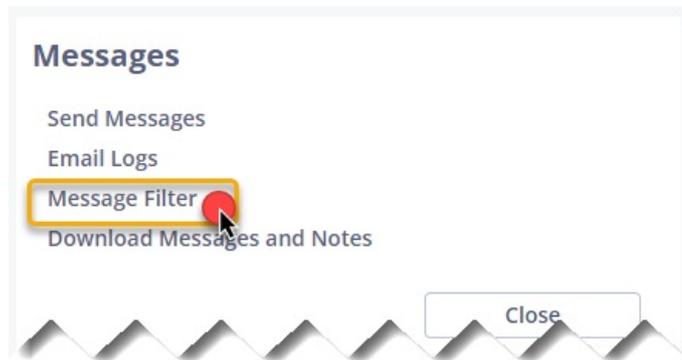
**1.0** Click the "Admin" tab on the left-hand side of the platform.



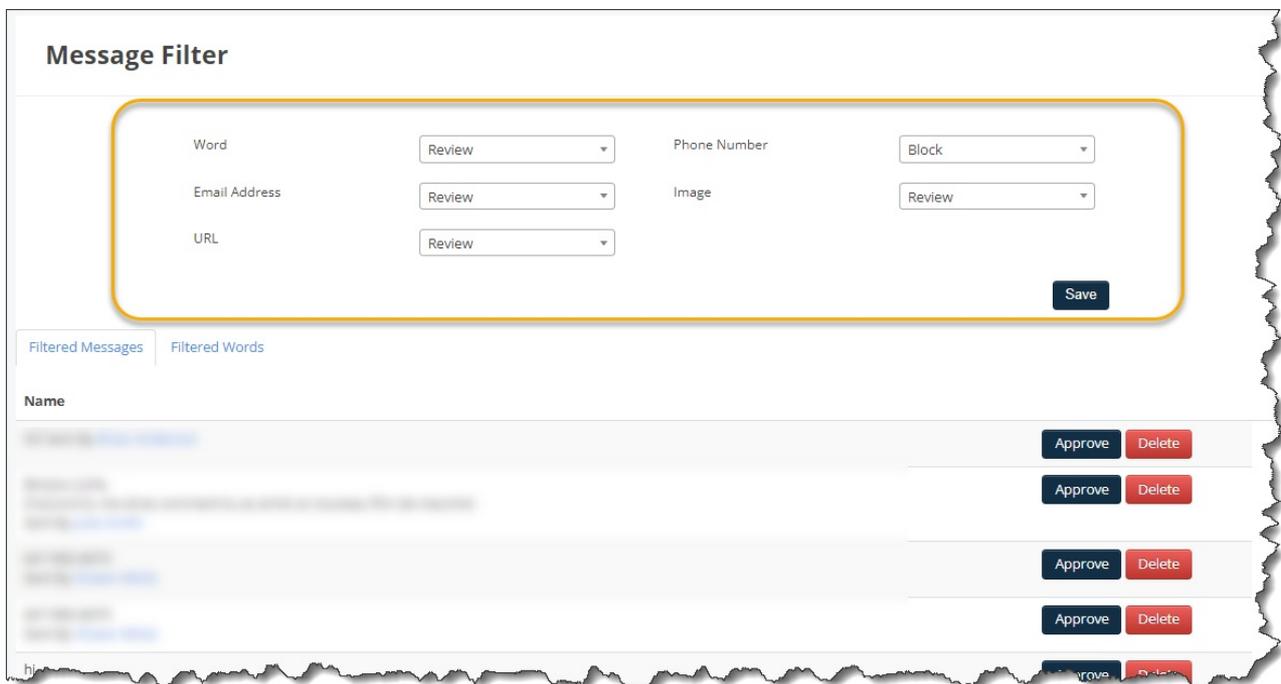
**1.1** From the administrator dashboard, navigate to the "Messages" tile located on the first row, and click on "Manage Messages" to access the corresponding section.



1.1.1 A new dialog box will appear. Click on "Message Filter".



1.2 Upon accessing the message filter page, you will be directed to the dedicated section where the filter configuration tool is conveniently positioned at the top of the page.



1.3 Select a filter preference for each content type (words, images, phone numbers etc...) by clicking on the drop-down menu and making a selection.

## Message Filter

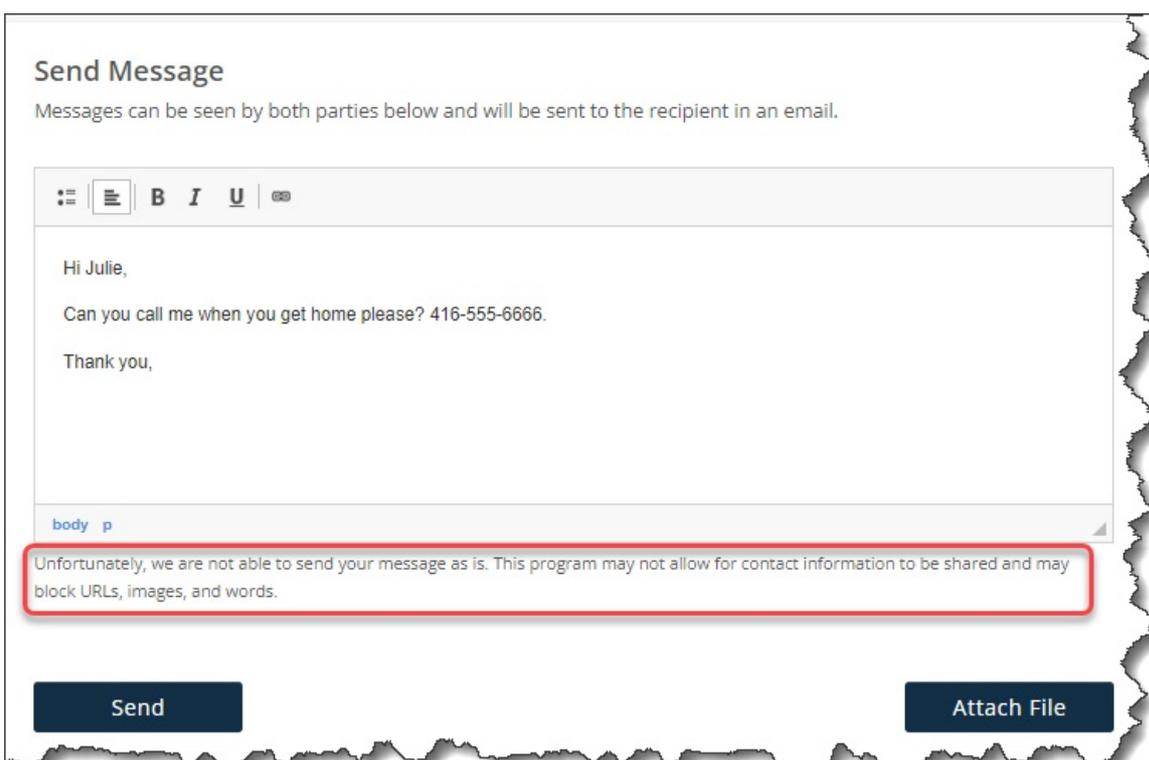
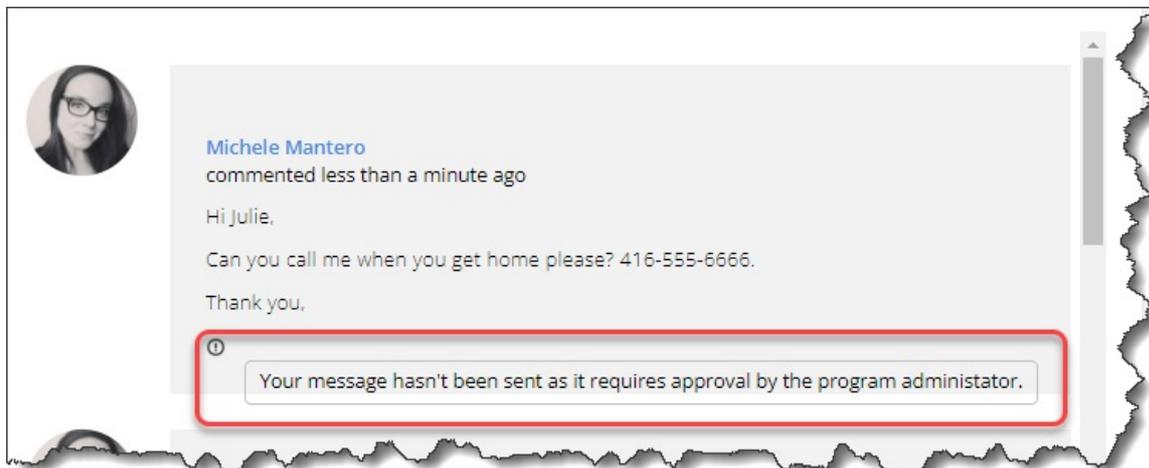
Word	<input type="text" value="Review"/>	Phone Number	<input type="text" value="Block"/>
Email Address	<input type="text" value="Review"/>	Image	<input type="text" value="Review"/>
URL	<input type="text" value=""/>		

[Filtered Messages](#) [Filtered Words](#)

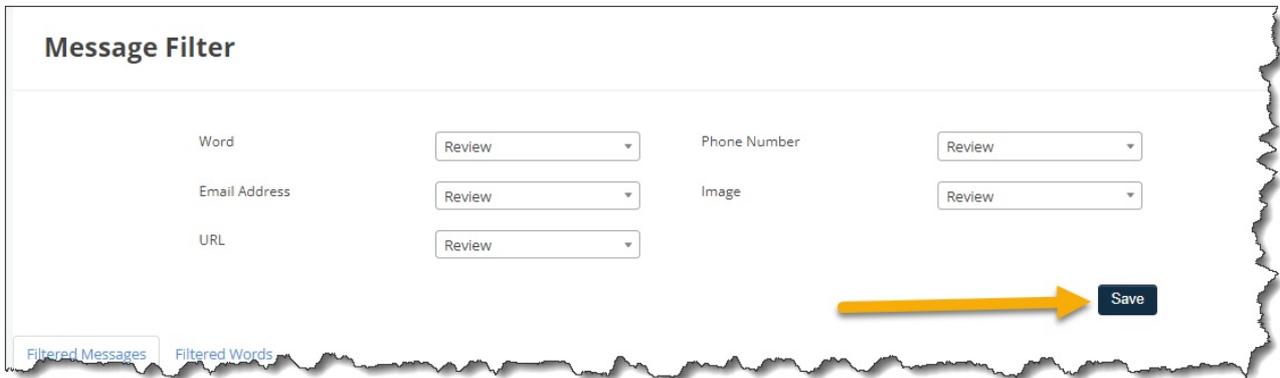
### 1.3.1 There are 3 preferences available:

- **Allow** : no filter applies for this content type.
- **Review**: a filter applies, and the message will be reviewed by an administrator. After review, the administrator will have the option to approve or delete the message. A warning will be displayed on the screen advising the sender that a review is required before delivery.
- **Block**: a filter applies, and the message will be fully blocked. A warning appears on the screen letting the sender's know that the message content is not allowed and therefore will not be delivered. **The administrator is not notified when a user is trying to send blocked content. The user simply can't proceed.**

## Review vs Block



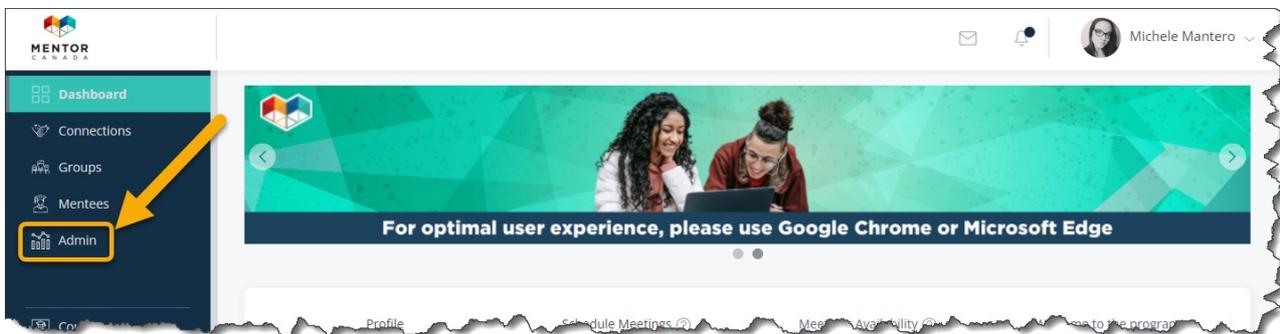
1.4 Once you have made your selection for each content type, click **Save**.



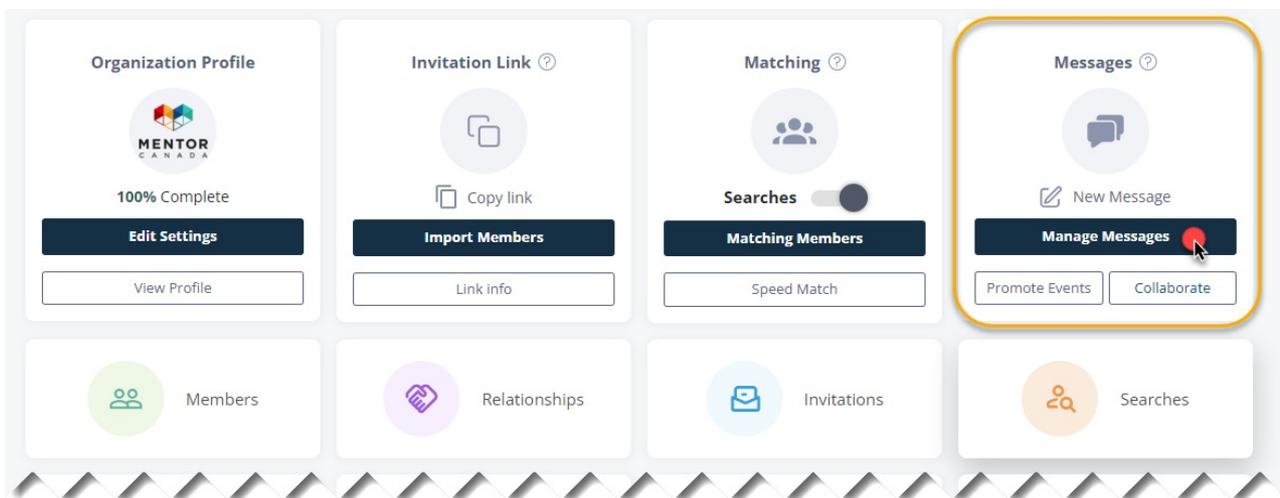
## Step 2 - Expand the Language Filter

As previously mentioned in this article, the language filter is equipped with a predefined list of words. However, you have the option to expand this list by following the steps outlined below.

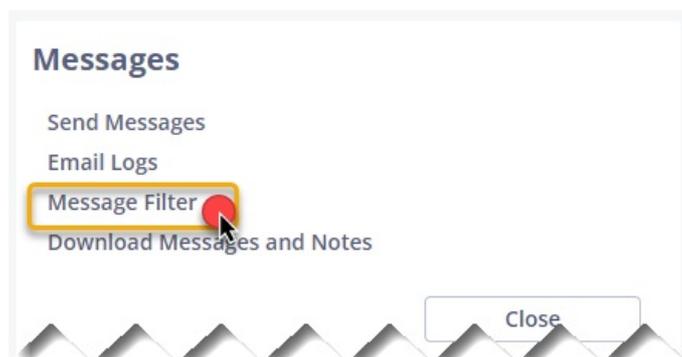
2.0 Click the "Admin" tab on the left-hand side of the platform.



2.1 From the administrator dashboard, navigate to the "Messages" tile located on the first row, and click on "Manage Messages" to access the corresponding section.



2.1.1 A new dialog box will appear. Click on "Message Filter".



2.2 Upon accessing the message filter page, click on the "Filtered Words" tab.

### Message Filter

Word  Phone Number

Email Address  Image

URL

[Filtered Messages](#) [Filtered Words](#)

Name

2.3 Continue scrolling down until you reach the end of the page, where you will find the option to click on [Add Word](#). This allows you to include additional words that you wish to flag.

**CENSORED**

2.4 To incorporate new words, enter them into the designated fields. On the left side, enter the English word, and on the right side, input the corresponding French translation.

**Note:** The message filter is designed to recognize words sent in the platform's current language. For example, if a user has set the platform to French and types the word "Gun" in a message, the filter will not detect it. To ensure that the filtering feature recognizes an English word when the platform is set to French, or vice versa, it is important to enter the word in the corresponding language field as well. By including the word in the opposite language field, you can ensure comprehensive filtering across different platform language settings.

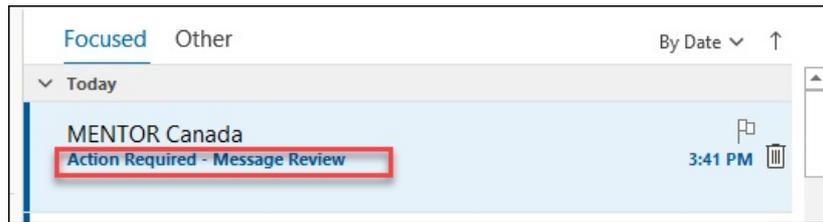
**Example:**

English	Français	
<input type="text" value="Gun"/>	<input type="text" value="Fusil"/>	<input type="button" value="Delete"/>
<input type="text" value="Fusil"/>	<input type="text" value="Gun"/>	<input type="button" value="Delete"/>

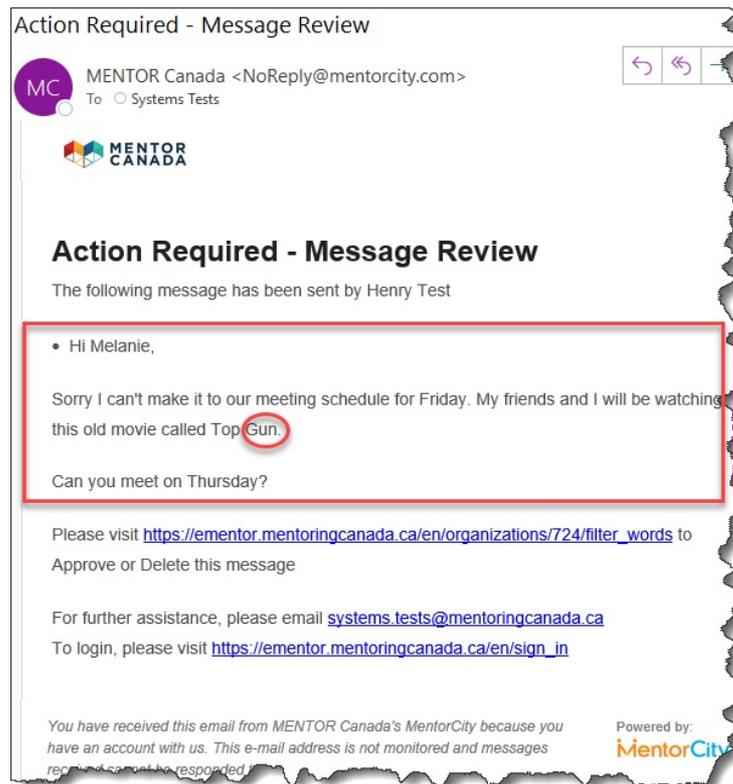
2.5 Click [Update Words](#) to save your changes/add-ons.

### Step 3 - Review Flagged Messages

3.0 Once the filter detects flagged content, the main administrator will be promptly notified via email and mobile notification. If you are not the main administrator, you can access the flagged messages by navigating to the "Message Filter" section within the administrator's dashboard. **However, please note that as a non-main administrator, you will not receive a notification for flagged messages.**



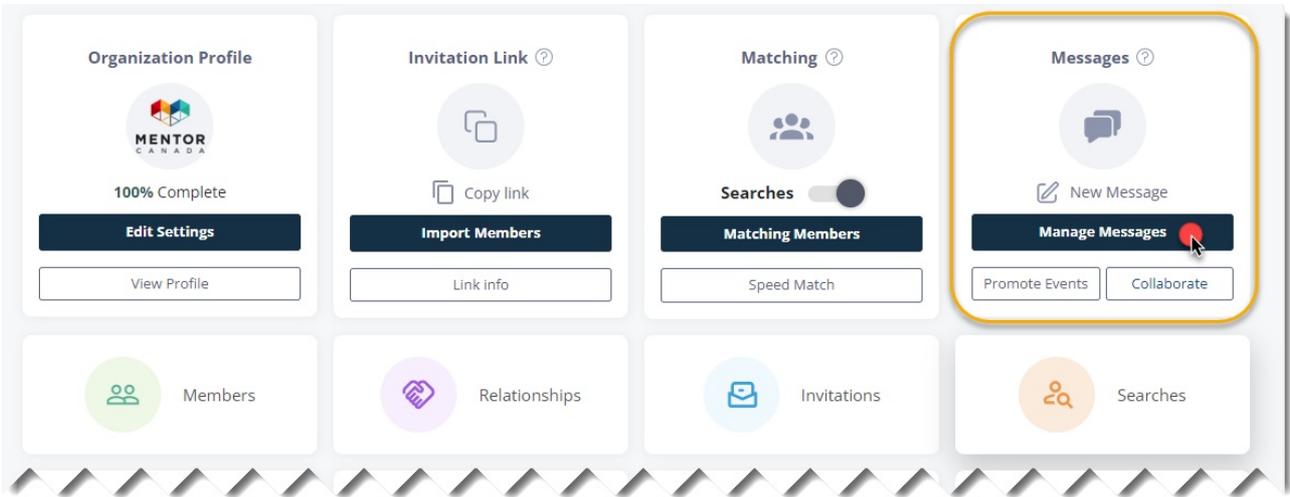
3.1 The email notification will contain information about the specific word, image, website, phone number, or email address that triggered the flagging. For instance, in the example below, the mentee used the word "Gun" in a message to the mentor. As the system does not analyze the context, the administrator will have the opportunity to review the message for approval or denial, based on the content of the flagged item.



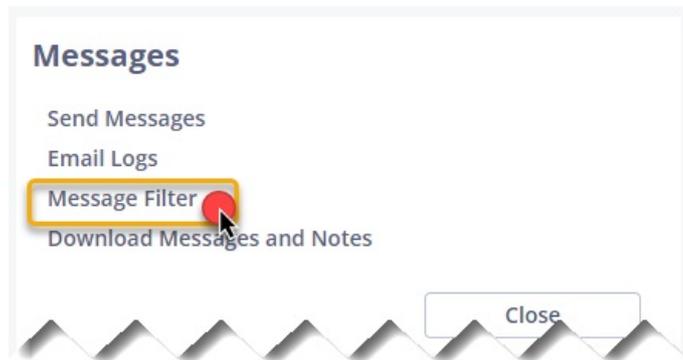
3.2 To approve or deny the message, the main program administrator can click the link in the email or connect to the virtual mentoring platform.

Please visit [https://ementor.mentoringcanada.ca/en/organizations/724/filter\\_words](https://ementor.mentoringcanada.ca/en/organizations/724/filter_words) to Approve or Delete this message

3.3 From the administrator dashboard, navigate to the "Messages" tile located on the first row, and click on "Manage Messages" to access the corresponding section.

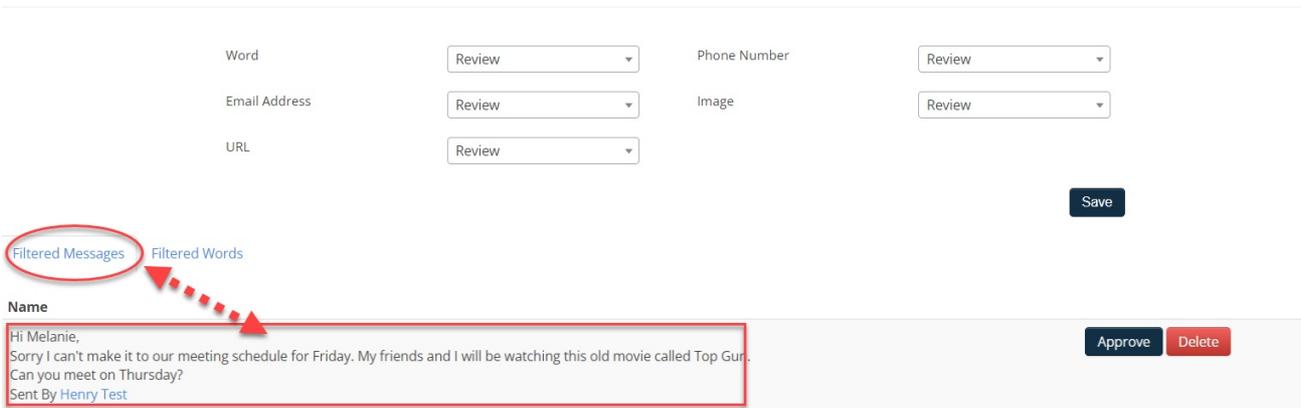


3.3.1 A new dialog box will appear. Click on "Message Filter".



3.4 Upon accessing the Message filter page, you will be directed to a view where the Filtered Messages tab is readily visible and open at the bottom of the page. The filtered messages will be displayed below, allowing you to easily review and manage them.

### Message Filter



3.5 After reviewing the message context, click **Approve** or **Delete**. If you approve the message, it will be delivered to the recipient.

## Message Filter

Word	<input type="text" value="Review"/>	Phone Number	<input type="text" value="Review"/>
Email Address	<input type="text" value="Review"/>	Image	<input type="text" value="Review"/>
URL	<input type="text" value="Review"/>		

Save

Filtered Messages

Filtered Words

### Name

Hi Melanie,  
Sorry I can't make it to our meeting schedule for Friday. My friends and I will be watching this old movie called Top Gun.  
Can you meet on Thursday?  
Sent By [Henry Test](#)

Approve Delete

**If you have questions or need further support, please contact our Support Team: [support@mentoringcanada.ca](mailto:support@mentoringcanada.ca)**

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