MentorNet User Guide

LINGOs

Powered by:

sfG Software Ltd

Contents

Contact and Support

For Mentees and Mentors:

For support using the system please contact your organisations sub-administrator

For Sub-Administrators:

If sub-administrators need support, please contact support@lingos.org

If you have any comments about this help or the software, please email: support@lingos.org.

MentorNet.lingos.org is run by LINGOs
    LINGOs Global
    8679 Network Place,
    Chicago, IL
    USA 60673-1286

The MentorNet product is owned and developed by:
    sfG Software Ltd
    The Greenhouse
    Beechwood Park
    North Inverness
    IV2 3BL

Getting Started

MentorNet provides the following features which are described in detail later in this user guide.

Messaging
A familiar and secure messaging area that allows mentors and mentees to have confidential conversations with each other.

Activity Logs
Allows both mentors and mentees to write reports and make notes throughout the mentoring relationship, also making it easy for administrators to monitor and evaluate engagement.

Automated Alerting
Create instant, daily and weekly digests to alert users of new messages, etc.

Knowledge Base
Share and publish resources, useful documents, news articles, web sites, etc, so that mentors and mentees can share best practice and learn from each other.

Security
Security is highly customisable, allowing administrators to define exactly who has access to what and who is allowed to communicate with whom.

Powerful reporting of key metrics
A wide range of reports and metrics that provide administrators with visibility into key areas, such as how often mentors and mentees are communicating with each other, how developed each mentoring relationship is, and how has this changed over time.

Registering a MentorNet Account

MentorNet can be accessed from any internet-enabled computer, and will run on Microsoft Internet Explorer, Firefox, Opera or Google Chrome. Certain features can also be access from a Smartphone.

To access MentorNet, you must first create an account. – you can do this using the unique registration links provided to your organisation.

Once your account has been created the sub-adminstrator will need to activate your account.

Once your account has been activated you will be able to access the site.

Mentors/Mentees – Please contact your sub-administrator if you cannot find this link

Logging on to MentorNet

Once your account has been authorised by your sub-administrator, you can log on to MentorNet.

To log on to MentorNet:
1. Open your web browser.

2. Go to https://mentornet.lingos.org.

3. Type in your registered username and password. These will have been emailed to you once registration is complete.

4. Click **Log On**.

Notes:
If you have forgotten your password, click the **Forgotten Password?** link. You will be asked to enter your username and to confirm the email address held within the system. A new password will then be sent to the email address registered within MentorNet. If this is the incorrect email address, you will need to ask an administrator to reset your password.

If you enter your password incorrectly five times, your account will be locked and you will need to ask an administrator to unlock it.

Overview of the MentorNet Interface

Once logged on, your Profile (home) page is displayed

Top menu Information

At the top of the screen you see summary information about the current user, including:

Home
A link that takes you back to your Profile (home) page.

Help
This will take you to a full help centre for using the system.

Messages
A counter that tells you how many unread messages you have. Click it to go straight to your Messaging page.

News
A counter that tells you how many unread news articles you have. Click it to go straight to the News page.

Your own personal photo or avatar
This is displayed in the top right corner of the screen. – if you click on this it will give you options to edit you profile settings.

Sub-Menu Information
Profile

A link that takes you back to your Profile (home) page.

Activity Log
A list of all activities that you have created as part of the mentoring process

Documents/photos
You can use this area to upload and store documents and photos you wish to share

Profile Information
The content displayed here will depend on how much the user has provided.

Name & about me
Name and sentence about the individual are displayed here. There is also an icon in the top left which will allow you to send a direct message to the individual.

Contact information
The user can display an email, phone, mobile, skype and LinkedIn contact details. Some can be set to private or public depending on preference. Where no information is entered these options will not be visible to other users.

Mentoring profile
Displays answers to questions asked in relation to the mentoring scheme.

Skills & Expertise
This section displays all skills that the user has tagged themselves with – these tags are searchable when looking for a mentor or mentee in the search.

Logging out of MentorNet
To log out, click on your photo/gravatar and you will see a log out button in the pop out.

User set up and Configuration

Editing your profile
Your profile can be edited both by you and by an administrator.

To edit your details:

1. Open your Profile page:

2. Click the **Settings** icon ⚙ in the top right of the Profile page, then select **Edit Profile**.

Note:
Mentors and mentees should ensure that the following fields are up-to-date: Photo, About Me, Phone, Email, Skype and LinkedIn. In addition, mentors should ensure that they complete the Skills & Expertise section with any skills that may be relevant to a mentoring programme. See Adding Skills for more information.

Mentors should also check or uncheck the *Available to Mentor* option as appropriate.

3. Make the required changes and click **Save**.

Adding a photo

A profile photo (or avatar) can be uploaded for any user.

To add or change your photo:

1. Browse to your Profile page.

2. Click the **Settings** icon ⚙ in the top right of the Profile page, and select **Edit Profile Image**.

3. The Upload Image popup screen is displayed

4. Click **Browse** and select the picture you want to upload from your computer.

5. Click **Preview Image** and drag the corners of the dotted box to select and resize the area of the photo you want to use.

6. Click **Upload Image**.

Integrating with Skype and LinkedIn

MentorNet provides integration with Skype (if it is installed on your PC) and with LinkedIn. Links to Skype and/or LinkedIn will appear on the user's Profile page only if the user has set up the necessary details. If the user has not set up Skype or LinkedIn details, the corresponding data will not be visible on the page.

To set up Skype Details.

1. Browse to your Profile tab.

2. Click the **Settings** icon ⚙ in the top right of the Profile page, and select **Edit Profile**.

3. Enter the appropriate Skype Address in the corresponding field.

4. Click **Save**.

5. The Skype logo will now be visible near the top right corner of the Profile page. Clicking on another user's Skype link initiates a Skype call, assuming the Skype software has been installed.

When another user views your profile, the Skype "Chat with me" icon will be display, as shown in the image above.

When you view your own profile, the "Chat with me" icon is not displayed, since you can't initiate a Skype call with yourself. Your Skype username is displayed instead.

MentorNet

To set up LinkedIn details:

1. Browse to your Profile page.

2. Click the **Settings** icon ⚙ in the top right of the Profile page, and select **Edit Profile**.

3. Enter the appropriate LinkedIn Address in the corresponding field. Ensure that you omit the "https://" element from the address. For example:

uk.linkedin.com/in/myname will work
https://www.linkedin.com/in/myname will not work

4. Click **Save**.

5. The LinkedIn logo will now be visible near the top right corner of the Profile page. Clicking on the LinkedIn link will launch the corresponding LinkedIn profile page in your browser.

Adding Skills

You can add skills and expertise to your profile. These are particularly useful if you are a mentor, because they enable mentees to make more informed choices when searching for a mentor.

Skills and expertise are displayed at the bottom of your Profile page

To add a skill to your profile:

1. Click the **Settings** icon ⚙ in the top right of the Profile page, and select **Edit Profile**.

2. Select the **Skills & Expertise** section

- To add a skill, click **?** to the right of the Skills box. A list of skills that have already been entered into MentorNet is displayed. Select the skill you want to add to your profile, and click **Add**.

- To remove a skill, click the ✕ icon next to the skill to be removed.

- you may also be able to type text into this field, and create a new skill that isn't already listed. However, your administrator may have disabled this option.

- To edit an existing skill (if your setup allows this), first remove it, and then add it again as a new skill with your edits made.

3. When you have finished editing, click **Save** in the bottom right of the screen.

Setting Alerts and Notifications

It is possible to define alerts so that you are notified when someone sends you a message, or posts on the forum. Alerts can be set up for the following events:

- Someone sends you a message

MentorNet

- You receive a news item (broadcast from the administrator) A new resource has been added to the Knowledge Base You have been assigned to a mentor (if you are a mentee) You have been assigned a mentee (if you are a mentor)
- Someone responds to a thread you have created on the forum
- Someone responds to a forum thread to which you are subscribed

You can specify whether to receive an alert immediately when one of the above events occurs, or whether to receive a summary of alerts on a daily or weekly basis. Email alerts are sent to the email defined in the Profile page.

To configure your alerts:

1. Open your own Profile page.

2. Click the **Settings** icon ⚙ in the top right of the Profile page, and select **Notifications**.

3. You will see a screen that allows you to edit your alerts

4. For each type of event, you have the following options:
- **None** - no alert will be sent
- **Email** - you will be sent an email immediately the event occurs
- **Daily Digest** - you will be sent a single email once per day, summarising all the events that have occurred since the last email the previous day
- **Weekly Digest** - you will be sent a single email once per week, summarising all the events that have occurred since the last email the previous week

Note: Not all options are available for each event type. The notifications edit screen displays only the alerting options that are available.

Changing your Password

You can change your password, and it can also be reset by an administrator.

To change your password:
1. Log on to the system

2. Click the **Settings** icon ⚙ in the top right of the Profile page, and select **Change Password**.

3. Click on **Change Password**

4. Enter your current password and then the new password twice. Remember that your password must be at least eight characters in length, and contain at least one upper case character and one number.

5. Click **Change Password** to complete the change.

Forgotten Password

If you have forgotten your password and are not able to log on:

1. Click on the **Forgotten Password?** link on the log in page.

2. You will be asked for your username and your email address. Enter these details - the email address must match the email address held against your profile within MentorNet.

3. Your password will be reset and the new password will be emailed to you.

If All Else Fails!
If all else fails, contact your administrator who will be able to reset your password

Viewing Other Users' Details

You can always view all of your own information, but you will only be able to view a subset of the information about other users. Exactly what you can see will depend on the security privileges defined by the administrator, and whether you are viewing a mentor or mentee. The settings described below are the typical settings but these can be changed by the administrator.

Typical Mentor View

Typically, when viewing other mentors, only the Profile page will be visible. A mentee can typically only view the contact details of his own mentor, and will not be able to see any detail of other mentors.

Typical Mentee View

Typically, no other users are able to view any mentee details but the assigned Mentor.

Searching for a Mentor

A mentee can search for a mentor based on keywords, and then use the search results to request a mentor match. You might want to do this to find a suitable mentor, based on matching specified skills and expertise.

1. Click **Search** in the left hand menu bar

2. The Search page is displayed

3. Enter your search criteria in the Search box, with multiple criteria separated by commas

4. The *Search All Mentors* check-box allows you to search the entire mentor list, including mentors who have reached their *Maximum number of mentees* limit, and are therefore not able to accept any new mentor requests. If this box is unchecked, then the search results will not include any mentors who have reached their maximum number of mentees. We recommend that you leave it unchecked.

5. Click **Search** to start the search

6. The search results will list all mentors who satisfy any of the criteria specified. The best matches are listed at the top, with less good matches lower down. The green ticks show which skills matched the search criteria

7. From here, you can:
   - Look at the mentor's profile in more detail by clicking the hyperlink on the mentor's name.
   - Send a private message to a mentor by opening the mentor's profile, then clicking the icon to the right of the mentor's details.
   - Match a mentor to the mentee who is currently logged in by **Submit Mentor Request**.

Requesting and approving a match

Once the mentee has found a mentor they will need to click **Submit Mentor Request**

Once the request has been made the administrator will get a notification in their MentorNet home page/dashboard where they will be given the option to approve/reject the request

- If rejected the Mentee receives a rejection email
- If approved, the Mentor receives an email proposing the match, containing the message from the Mentee.

The Mentor will then need to log in to MentorNet once they have notification of a pending match to also accept or reject the match.

An email is then sent to the Mentee with the decision.

Messaging and Conversations

Conversations
The Conversations feature of MentorNet is a way of exchanging private messages with other users, and works the same way as the direct messaging or private messaging functions of popular social media applications. It is fundamental to an eMentoring programme, as it's likely to be the means by which mentors and mentees communicate with each other. The administrator defines who each user is able to send messages to. All users can always message the administrator, and the administrator can always message all users.

Viewing Conversations
MentorNet provides an easy-to-use interface that allows users to send private messages to each other and to keep track of these messages within 'conversations'. The interface is similar to many social- networking applications.

A message counter is visible at the top of the screen to show whether there are any unread messages.

MentorNet

To view your conversations:

1. Either click on the **Conversations** menu on the left side of the screen, or click on the **Messages** counter at the top of the screen:

2. Either action displays a list of all conversations you have. A conversation is a series of messages between you and another user. For each conversation, you can see the most recent message and the date/time it was sent.

   Notes:
   You can have only one conversation with another user - all new messages are added to the one conversation.

   Your administrator defines who you are able to send messages to. All users can always send a message to the administrator, and the administrator can always send messages to all users. A typical set up is that mentees can only message their mentor, and mentors are able to message their mentees and other mentors.

3. From here, you can:
   - Send a message to a new recipient.
   - Reply to a message from someone else.

Sending a new message

If you want to send a message to someone with whom you already have an existing conversation, you should reply to the existing thread. See Replying to a Conversation for more information.

To send a message to a new recipient:
1. Go to the Profile page of the recipient.

2. Click on the ⌐ icon at the top right of the profile (next to the Skype and LinkedIn icons and the Configuration icon)

3. Type your message in the Body box.

4. Click **Send**.

Replying to a Conversation

To view and respond to an existing conversation:
1. Click on the name of the person you want to message. The screen will display all the messages within the conversation
   Note:
   The messages are arranged in date order, with the latest message at the top. The screen displays only the most recent few messages - if you want to view older messages, click the **Load Older Messages** button at the bottom of the list of visible messages.

2. To add a message to the conversation type your message in the box at the top of the screen.

3. Click **Reply**.

MentorNet

News

The administrator is able to broadcast global news bulletins to all users. This can be useful for urgent messages, such as system maintenance, or just for reminders about important events.

Reading News Items

The administrator is able to create news items and broadcast them to all users. Each user can then mark them as read or delete individual news articles.

When a user logs in, a message counter indicates if there are any unread news items

To read a News item:

1. Either click on the **News** menu on the left side of the screen, or click on the **News** counter at the top of the screen.

2. Either action displays a list of all available news items
> **Note**
> Items highlighted in grey are unread news items, while the items with a white background have already been read. The date and time the news item was posted is shown.

3. To mark an item as read, click on the ⊙ icon. The News counter at the top of the screen will be updated and the grey highlighting will disappear.

4. To delete an item, click on the ✖ icon

Documenting the Mentoring Relationship

Throughout the mentoring relationship it is useful, and in some cases important, to be able to document aspects of the relationship. It is possible to create 'activity logs' for specific meetings or events, and it is possible to add documents and photos that relate to the mentoring programme.

Activity Logs

Activity Logs can be used to document any event or milestone within the mentoring relationship. For example:

Face to face contact - particularly when dealing with vulnerable groups, it's very important to ensure that every contact between mentor and mentee is logged.

Progress reports - there may be milestones in the mentoring relationship that are documented in order to track and record progress, e.g. monthly progress reports.

Activity Logs can be created by either mentor or mentee and can be viewed only by the author and the administrator. For example, if a mentee creates an activity log, the mentee's mentor cannot see it.

Note: For instructions for using Activity Logs on Smartphones, see Using Activity Logs on Smartphones.

Documents

This provides an area where the mentor and mentee can share documents with each other. These documents are private between mentor and mentee - the only other person who can view these documents is an administrator. Documents can be any of the following file types and are typically Word documents (e.g. CVs or application forms), PDF documents, Excel spreadsheets, etc, or image files:

.doc, .docx, .gif, .htm, .html, .jpeg, .jpg, .pdf, .png, .ppt, .pptx, .rtf, .txt, .xls, .xlsx

Photos

Photos can be uploaded and viewed in a slideshow format. This can be useful to document events during the mentoring relationship.

Videos

Videos can be uploaded in .mp4 format, and viewed through a video viewer within MentorNet.

Using Activity Logs

Any activity involving a mentee can be recorded within MentorNet.

To add or view an activity

1. If you are a mentor, select the appropriate mentee from the **Mentees** menu on the left side of the screen to view your mentee's profile. If you are a mentee, your profile is automatically displayed when you log in.

2. Select the **Activity Log** page

3. Click **Add Activity** to add a new log, or **View** to change an existing one. The fields you see on this form are specific to your organisation and have been customised by the administrator.

4. Click **Save** after making any changes

SMS Text Messaging

It is possible to create activity logs by SMS text message. This facility is only possible if your mentoring programme has subscribed to this service.

Creating an activity log in this way will enter basic description and date/time information in the log. It is often useful to ensure that a face to face contact has been logged and is not forgotten. More details can be filled in subsequently when the mentor has more time or has internet access.

To create an activity log by SMS Text Message:

1. The mentor must have his mobile number set up in the **Profile** page. This is how the system knows with which Mentor to associate the incoming text.

2. Your administrator will tell you the telephone number for you to send your text message to.

3. MentorNet will accept the text message, check who sent the message, and log the message against that mentor.

4. Once the text message has been sent, a new activity report will be created and associated with the mentee of the mentor who sent the text message. The detail of the text message will be used to populate the activity and you can then edit it to add more detail.

Note: If multiple messages are sent within a specified time limit (typically 4 hours, but this can be changed by sfG for each customer) then it assumes they relate to the same activity and puts them all within one activity report, rather than creating a new activity report for each.

Adding Documents and Photos

MentorNet can be used to store photos and documents for each mentee, to help document the relationship between mentor and mentee.

To add or view documents or photos:
1. If you are a mentor, select the appropriate mentee from the **Mentees** menu on the left side of the screen to view your mentee's profile. If you are a mentee, your profile is automatically displayed when you log in.

2. Select the **Documents/Photos** page. Any documents and photos that have already been uploaded are displayed on screen.

3. To upload a new item, click **Upload File**, browse to the file and upload it.

4. Click **Ok**. Photos will automatically be added to the Photos section; all other documents will be added under Documents

5. To view an existing item, click on the photo or document to open it. Clicking on a photo will open a slideshow, allowing you to scroll forward and backwards through the selection of photos

Knowledge Base Resources

This chapter describes how the MentorNet Knowledge Base can be used to share resources, useful documents, news articles, web sites, videos etc, so that mentors/mentees can share best practice and learn from each other.

The administrator can add to this list and create his own lists. These resources are maintained by the administrator and are 'read only' for other users. If a mentor or mentee wants to share documents, they are able to upload them in the Documents/Photos page.

There can be multiple types of resource, defined by your administrator, but a typical setup consists of three types of resource:

Web Sites
This section contains links to relevant web sites.

MentorNet

Useful Documents

This section contains documents that can be shared by all users. Typical document types are Word documents, PDF files, Excel spreadsheets, etc. It can be used for sharing policies and procedures, CV templates and any other type of document that is useful in the mentoring relationship. Videos can also be shared; these can either be downloaded, or viewed through a video viewer within MentorNet.

Useful Information

This section is where the administrator can add information directly to the page, without it needing to be part of a downloadable document. This is often used for brief messages, for example ideas of mentoring techniques and 'top tips' to help strengthen relationships.

Viewing Resources

To view Knowledge Base resources:

1. Click on the **Resources** menu on the left side of the screen.

2. Select the appropriate menu item from the menu beneath

3. The contents of the screen will vary depending on the type of resource you have selected.

MentorNet