ReMBC Guide:

Fixing common problems and troubleshooting MentorCity

Want to ask a question or talk to someone? Contact the eMentoring staff:

If you don't feel comfortable trying the solutions we suggest in this document, we are happy to help you out! Email e.mentoring@ubc.ca. We will reply to your email within 1-2 business days.

General tips – try these before trying anything else!

- Refresh the page. Click the "Refresh" button on the top left of your web browser:
- Use Google Chrome, Microsoft Edge Chromium version, or Safari when you go on MentorCity.com.
- MentorCity.com is also compatible with mobile devices using Google Chrome and Safari – though we recommend turning your device to horizontal view.
- For the best user experience, use a computer when you go to the MentorCity site, rather than a mobile device (like your phone or tablet).

Common problems and how to solve them - control click to get to each topic

How to I get to the Units and talk to my mentor?

You don't see your match's message

Notification emails not received

Changing your password or email address

MentorCity app issues

Attaching items to messages and saving to your portfolio

Frequently Asked Questions

How do Mentoring Hours work?

How do I view my match's profile?

What are "Discussions"?

How to I get to the Units and talk to my mentor?

Login to MentorCity, click on "Connections" on the left side of the page, then click on your mentor's name. You should see your mentor's name and a big green circle at the top of the page.

- The Units you will work on with your mentor are arranged along the outside of the navigation wheel (the green circle). Once you have met your mentor and learned how the program works, your mentor will provide you with access to the Units one at a time, and you will be able to access their content by clicking on their names on the navigation wheel.
- To send a message to your mentor: read the text below the navigation wheel, and then use the "send message" box below the text.

This information is covered in more detail in the [Online Platform Tutorial](#)

You don't see your match's message

Login to MentorCity, click on "Connections" on the left side of the page, then click on your mentor's name. Scroll down to the Messages section.

- All messages are organized by unit, shown in gray boxes below the "send message" box. Clicking on the name of the unit within the box will show all the messages you and your mentor send about that unit, with the newest at the top.
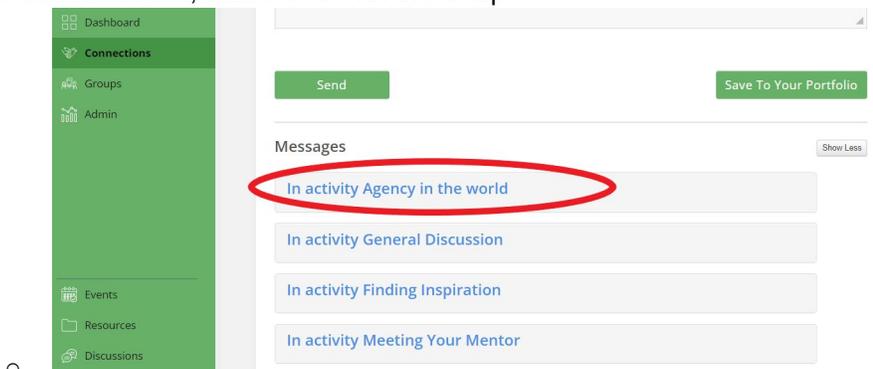
- If you still don't see the message you are looking for, try searching within another unit (again, click on the name of the unit in the gray box, as shown above).
- When you reply, make sure you navigate to the unit you are discussing on the navigation wheel.

This information is covered in more detail in the [Online Platform Tutorial](#)

Notification emails not received

You should receive email notifications when you receive message, when the eMentoring staff sends announcements, and when you unlock your account. Mentors: you should also receive email notifications every time someone posts in a mentor group. If not, please try the following:

- Check your spam/junk folders.
- Confirm that your current email address matches your login email, and that it is free of typos.

Note: All communications from the program are sent to your login email address, so if there is a typo in it, or if you are checking a different email address, then you won't receive emails from the program.

Changing your password or email address

Login to MentorCity and click on your name on the top, right corner of the page. Click on account settings.

MentorCity app issues

- **If things look weird**: turn your device sideways (horizontal orientation)
- **How to I get to the units and talk to my mentor?** Click on the menu icon (three horizontal lines) on the top, left corner of your screen. Select "Connections" and click on your mentor's name.

Issues attaching items to messages and saving to your portfolio

Instructions for how to do this are in the Online Platform Tutorial and the Computer Skills document. If you have followed these instructions and are still having issues, please try the following:
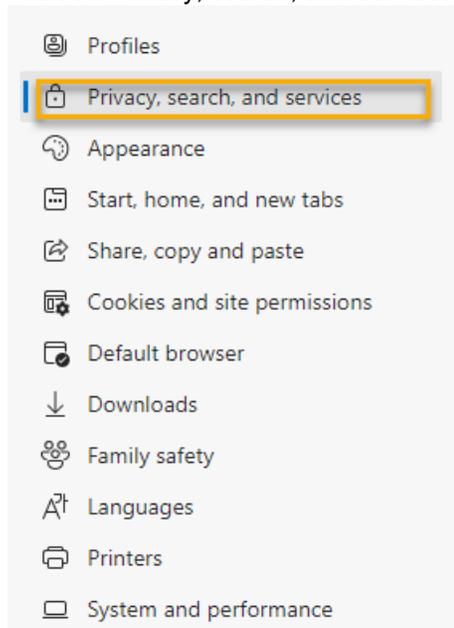
- **Refresh the page** after you have uploaded a document to your portfolio.
- Clear your cache: instructions below
    1. Sign out of MentorCity
    2. Clear Cache: click here for Microsoft Edge Users, click here for Google Chrome users
        - For Microsoft Edge Users

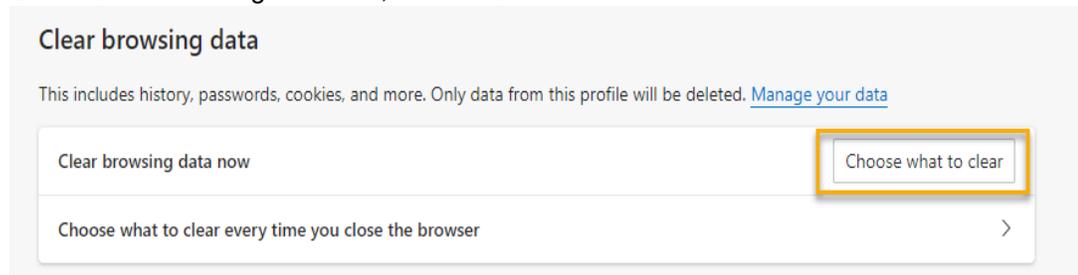   i. Click on the ··· at the top right hand of the page

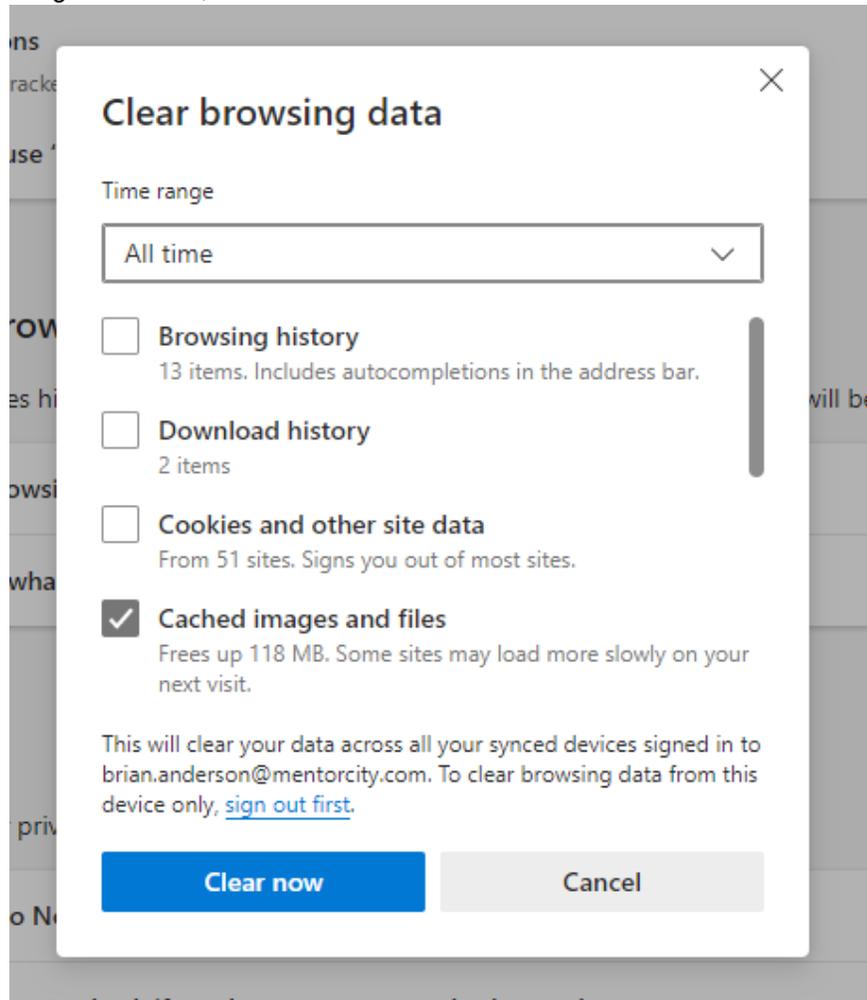   More tools   >
            ⚙ Settings
            ? Help and feedback   >
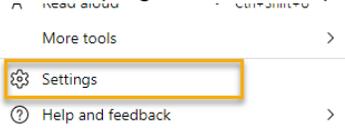
            ii. Click on Settings
            iii. Click on Privacy, search, and services

            📱 Profiles
            🔒 Privacy, search, and services
            🎨 Appearance
            ▣ Start, home, and new tabs
            ↪ Share, copy and paste
            🍪 Cookies and site permissions
            🖳 Default browser
            ↓ Downloads
            👪 Family safety
            Aゐ Languages
            🖶 Printers
            🖵 System and performance

iv. Under Clear browsing data now, click on Choose what to clear

Clear browsing data

This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage your data

| Clear browsing data now	Choose what to clear
Choose what to clear every time you close the browser	>

v. Under Time rage, choose all time, and de-select everything but Cached images and files, and click on Clear now.

Clear browsing data

Time range

All time ⌄

☐ **Browsing history**
13 items. Includes autocompletions in the address bar.

☐ **Download history**
2 items

☐ **Cookies and other site data**
From 51 sites. Signs you out of most sites.

☑ **Cached images and files**
Frees up 118 MB. Some sites may load more slowly on your next visit.

This will clear your data across all your synced devices signed in to brian.anderson@mentorcity.com. To clear browsing data from this device only, sign out first.
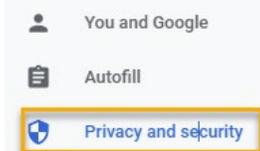
Clear now   Cancel

- For Google Chrome Users

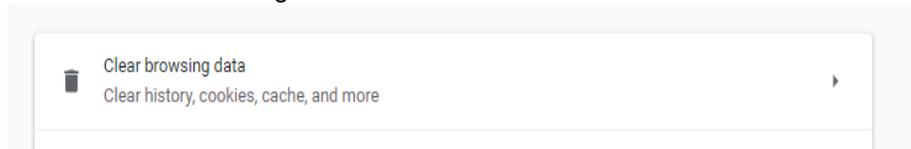 i. Click on the ⋮ at the top right hand of the page
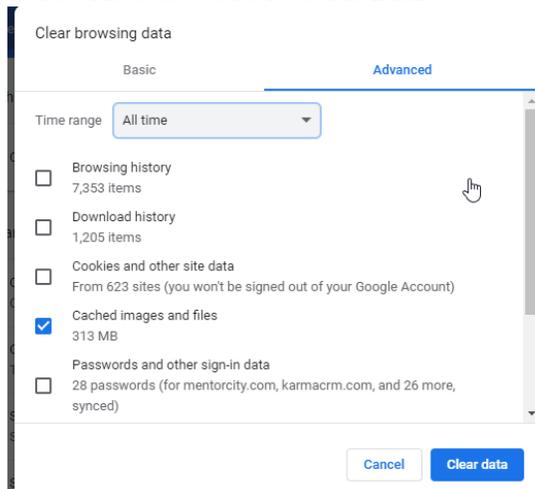
ii. Click on Settings
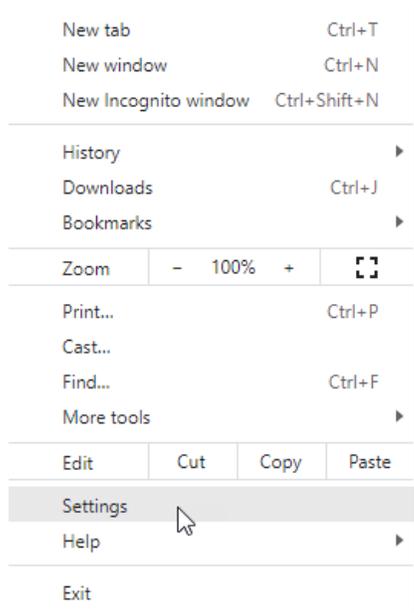
iii. Click on Privacy and security

iv. Click on Clear Browsing Data

v. For Time rage, choose All time, and un-select everything but Cashed Images and Files. Then Click on Clear Data


3. Sign Back in to MentorCity

FAQ

How do Mentoring Hours work?

Login to MentorCity and click on "Dashboard", on the left-side of the page you'll see "Your Mentoring Hours".

- If you wish to track the amount of time you spend on eMentoring, you can record it here. You must record your own hours though, the time you spend on the MentorCity platform is not automatically tracked or recorded.
- You are not required to use this feature, but you may do so if you wish.

How do I view my match's profile?

Click on "Connections" on the left side of the page, and click on your mentor's name. On the top of the page, in the bottom right of the box with your mentor's name, you can click on "view profile". Screenshot below:
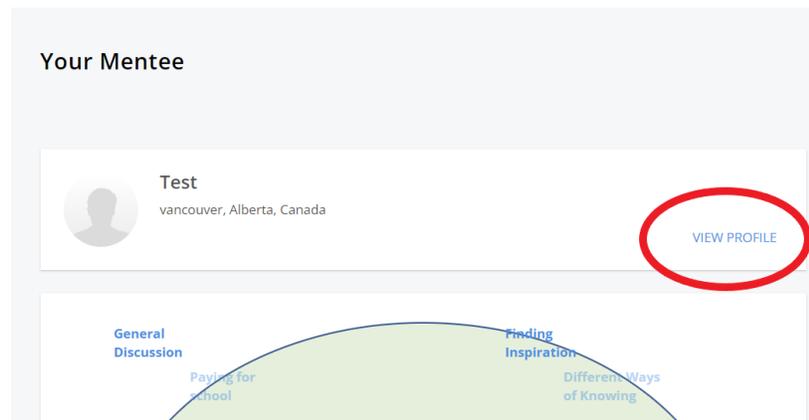
What are "Discussions"?

When you login to MentorCity, on the left hand side of the page you'll see "Discussions". These are forums, each with a different topic, where all members of eMentoring can discuss the given subject together. If you post in one of these forums, all members of the eMentoring program will be able to see your post, and will receive an email notification with the message you post. So please be respectful when using these spaces!

- To opt out of Discussion notifications: click on the discussion topic, and uncheck the "receive comment notifications via email" box (located above the "send message" box)