

ReMBC Guide:

Fixing common problems with MentorCity

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.

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Notification emails not received

You should receive email notifications when you receive messages, 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 you are 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.

Trouble logging in

Issues with your login email address

- If you have multiple email accounts, ensure you are logging in using the email address you signed up with. You will have received emails from e.mentoring@ubc.ca at this email address.
- Ensure your email address is free of typos and doesn't have an extra space at the end.

Issues with your password

- Ensure your password is error-free and doesn't have an extra space at the end.

- You can click “forgot password” and enter the email address associated with your account to receive a password reset email from MentorCity.

Locked out of account

- If you enter your email address or password incorrectly 3 times, you will be locked out of your account.
- You will receive an email from MentorCity at the email address associated with your account with unlock instructions.
- If you do not receive an unlock email within a few minutes, check your spam/junk folder.
- If it’s not there, please reach out to the eMentoring staff (e.mentoring@ubc.ca).
 - If you are in need of *immediate* assistance after hours (between 4pm and 10am, or weekends) please reach out to MentorCity directly at info@mentorcity.com. Please include your first and last name, the email address associated with your account, and the name of this program (Rural eMentoring BC).

Changing your password or email address

1. Login to MentorCity.
2. Click on your name on the top, right corner of the page.
3. Select account settings from the dropdown menu.
4. Enter your new email address or password.
 - Ensure your email address is free of typos and doesn’t have a space at the end.
 - Write down your new password so you don’t forget it!

MentorCity app issues

Try any of the following:


- Close the app and reopen it.
- Sign out of the app, close it and reopen it. Login again.
- **If things look weird:** turn your device sideways (horizontal orientation)

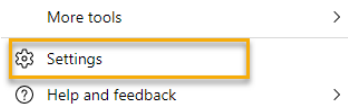
Issues attaching items to messages

Instructions for how to attach items to messages are in our program tutorial and computer skills tutorial. These instructions are for if you attach an item and it does not appear in your message. Try any of the following:

- Ensure you have correctly navigated to the item on your device. Find the item on your computer or device and click “open”. If it works properly, you should see the name of the item written under the “send” button.
- Ensure you have sent the message. Just navigating to the file and clicking “open” will not send the file. You still have to click send.
- Refresh the page after you have attached your item.
- Close the tab and reopen it.
- Close your browser and reopen it.
- Restart your computer/device.
- Clear your cache: instructions below

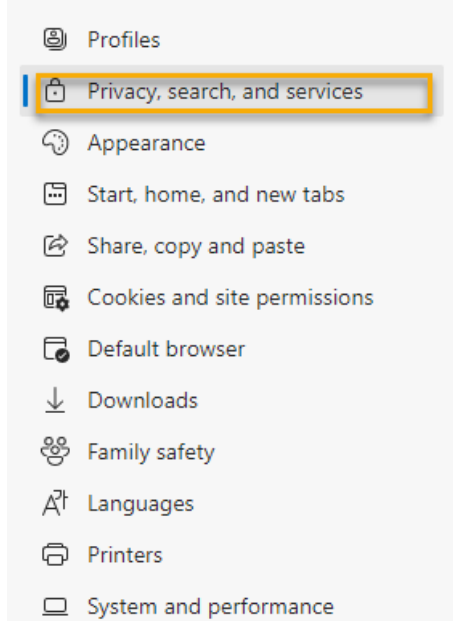
1. Sign out of MentorCity
2. Clear Cache: click [here](#) for Microsoft Edge Users, click [here](#) for Google Chrome users
 - For Microsoft Edge Users

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

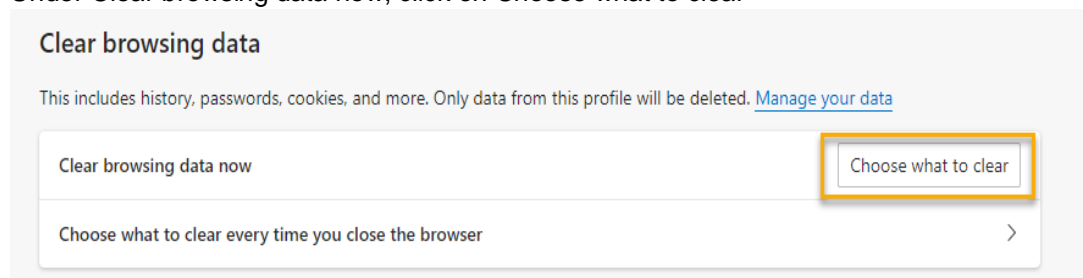


ii. Click on Settings

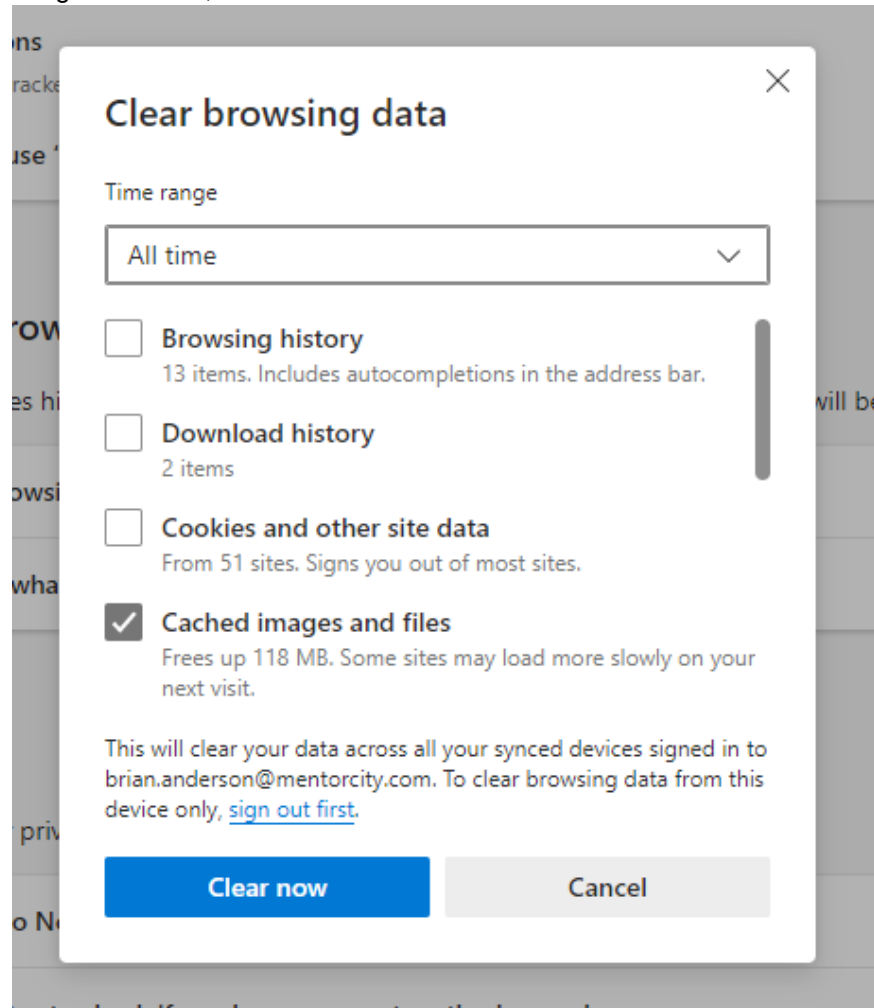
iii. Click on Privacy, search, and services




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

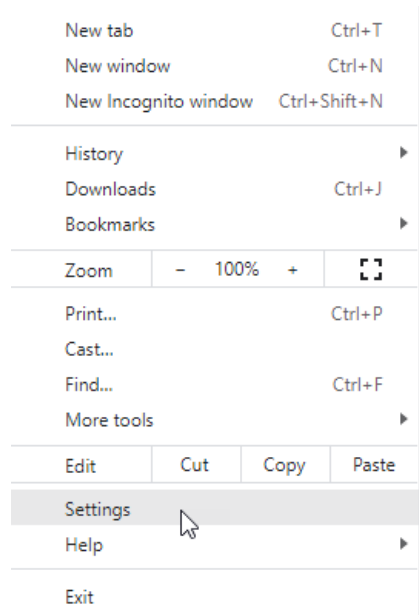


- v. Under Time range, choose all time, and de-select everything but Cached images and files, and click on Clear now.

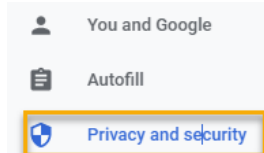


- For Google Chrome Users
 - i. Click on the  at the top right hand of the page

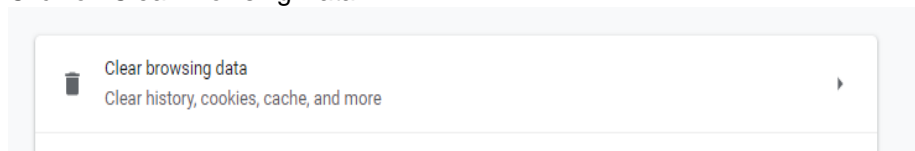
ii. Click on Settings



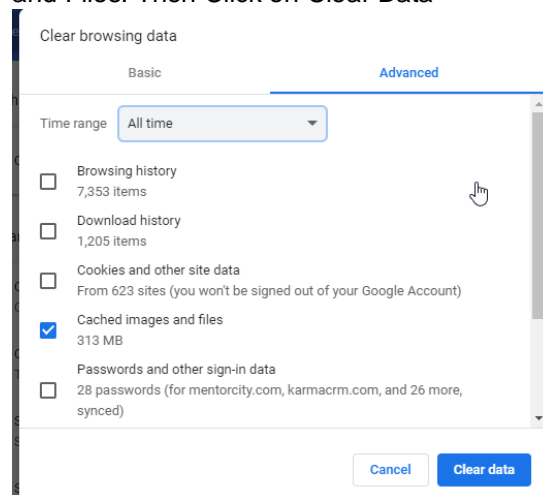
iii. Click on Privacy and security



iv. Click on Clear Browsing Data



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



3. Sign Back in to MentorCity