

## Rural eMentoring BC - Tutorials

<b>What Is MentorCity?</b>  MentorCity is an online messaging platform specifically designed for mentoring.  It lets you send messages one-on-one with your mentor without sharing personal information like your social media, email address or phone number.  You can access MentorCity through their website on an internet browser or by using the free MentorCity app.	<b>How To Login To MentorCity</b>  1) Go to <a href="https://app.mentorcity.com/en/sign_in">https://app.mentorcity.com/en/sign_in</a> 2) Type in your email and password. 3) You will be taken to <a href="#">your dashboard</a>
<b>Your Dashboard</b>  Learn how to navigate MentorCity, and find what you need.  <a href="#">(click here)</a>	<b>Sending &amp; Receiving Messages</b>  Learn how to send a message to your mentor, and view the messages from your mentor.  <a href="#">(click here)</a>
<b>Courses and Goals</b>  Activities you can do with your mentor. Learn how to access them and keep track of your progress.  <a href="#">(click here)</a>	<b>Resources and Support</b>  Don't know how to do something?  Learn how to find tutorials for: <ul style="list-style-type: none"><li>• Using reading, writing, hearing tools</li><li>• Computer/technology skills</li><li>• Program support</li></ul> Learn how to contact the eMentoring Staff for questions or concerns.  <a href="#">(click here)</a>

# Your Dashboard

Access everything you need from your dashboard.

The screenshot shows the MentorCity dashboard interface. On the left is a green sidebar with navigation links: Dashboard, Connections, Groups, and Admin. The main content area has a large 'Get Started' banner with a mountain landscape. Below the banner are three circular buttons: 'Program Tutorials' (Navigation, messaging, troubleshooting), 'Resources and Support' (Reading, writing, hearing, technology tools), and 'Contact the eMentoring Staff' (Get live support: message the eMentoring staff). At the bottom, there's a 'Courses' section showing '507 Courses' and a 'Goals' section showing 'Goals (0)'. A 'Connections' section shows 'Connections (1)' with a dropdown menu. A 'Mentee' button is also visible.

**Message Hub**  
Send/receive messages

**Your name**

**Settings**  
- Account Settings: change contact email & password  
- Sign out of MentorCity

**Get Started**  
(click here to get started!)

**Reading, writing, hearing tools  
Technology and computer skills**

**MentorCity Tutorials**  
- Navigation  
- How-to  
- Glossary of terms  
- Troubleshooting  
- Contact the staff

**Live Support**  
Click to send the eMentoring staff a message. Receive a reply in your message hub within a few minutes (M-F 9-4pm Pacific Time)

**Courses: activities you can do with your mentor.  
Goals: Check off courses as you complete them.**

**Click on your mentor's name here, then again on the next page to view their profile**

**Message Hub:** where you will send messages and view the messages you receive ([learn more](#))

## Resources and Support:

- Reading, writing, hearing tools
- Get help with Technology

## MentorCity Tutorials:

- Navigating, using MentorCity
- Glossary of common terms
- Tips for troubleshooting MentorCity
- Contact the eMentoring Staff

## Settings:

- Account settings: change your contact email and password.
- Edit profile: don't change your profile without informing the eMentoring staff.
- Sign out: logs you out of MentorCity.

**Courses:** Activities you can do with your mentor. See a [menu here](#).

**Goals:** Check off courses as you complete them, or add your own goals.

## Connections:

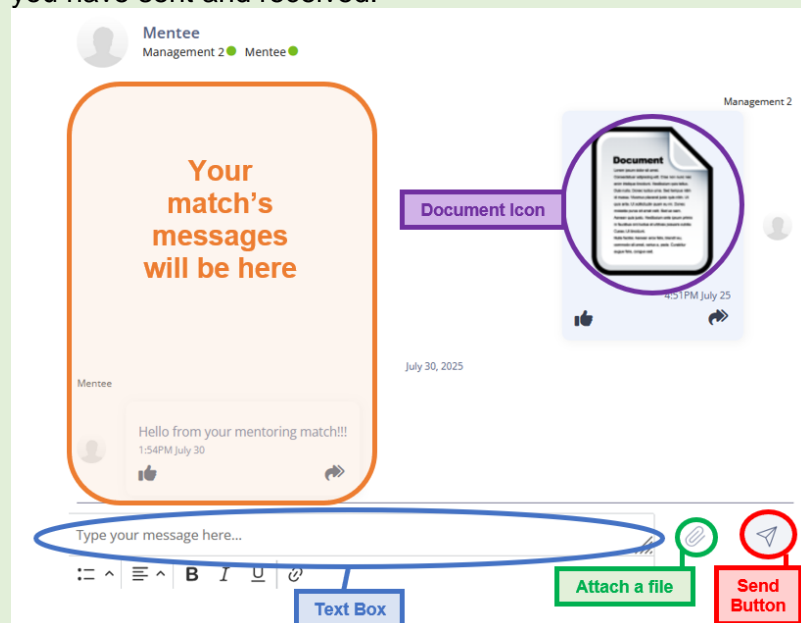
View your relationship. Click on your match's name here, and again on the next page to view their profile.

## Contact the eMentoring Staff:

If you need help, you can click on this button and send the eMentoring staff a message through MentorCity. Receive a reply in your message hub within a few minutes (M-F 9-4pm Pacific Time).

## Sending and Receiving Messages

From [your dashboard](#), go to your message hub. Your message hub shows all the messages you have sent and received.



### Don't like writing? Send a video message!

Easily record and send videos in the MentorCity app by clicking the **attach a file** button.

Or [learn how](#) to send a video message from your computer.

**Learn where to find more tutorials for sending and receiving files.**  
([click here](#))

### Sending messages

Type in the **text box** and click the **send button**. Please note:

- **Photos cannot be copy/pasted into the text box.** You must send them as a file attachment (see “sending files below”).
- **Text in the text box does not autosave.** If you must navigate away from the message hub, copy/paste your text somewhere else so you don't lose it.

#### Sending Files:

1. Click on the **attach a file button**
2. Navigate to your file
3. Click “Open”
4. Click the **send button**

### Receiving Messages

Your match's messages will be on the **left side** of your message hub.

- Your messages will be on the right side of your message hub.
- Oldest messages are at the top.

#### Viewing Received Files

- **Documents:** click on the **Document icon** to open it. Some documents must be downloaded.
- **Videos and pictures:** click on the video or picture to view it. It may open in a new window, or enlarge if you are on the app.

**A Note on Sharing Content:** please properly credit your sources and share responsibly.

- If it's a picture or video that you find online:
  - Make sure it is a public access image or that you have permission to share it.
  - If necessary, cite your source. [Learn how to properly cite an image source](#)
- If it's your own picture:
  - Be mindful of your own and others' privacy – no pictures of people's faces without their consent and no pictures of identifying info (like your house number, street name, etc.).
  - Do not share links to your personal Snapchat, Instagram, Facebook, YouTube or other social media platforms.

## Courses and Goals

**Courses are activities that give you and your mentor something to talk about.**

We have 13 courses, each with different topics. The topics of the courses were suggested by rural students, like yourself, so they cover topics that are useful to YOU. [Here's a quick description of each course.](#)

You can do any of the courses in any order, at any time. They are meant to also bring in your mentor's expertise, so let your mentor know which course you are doing so they can follow along.

### To access the courses

- 1) Click\* on any of the links on [your dashboard](#) that says "Courses".
  - \*You may wish to open your courses and message hub in separate tabs or windows. The message hub does not autosave unsent text.
- 2) Then click on the course you desire.

### Goals: Keep track of which courses you have completed

- 1) On [your dashboard](#), click on "Goals".
- 2) Check off courses when you complete them.
- 3) You can also add your own personal goals to the list.

## How Courses Work

Click on "Course Contents" to Navigate to the different activities within a course.

- **Warm-up:** a quick, optional, activity to get you thinking about the course's topic.
- **Lessons:** each lesson starts with background info about a topic, then choose between doing an Activity and Deliverable with your mentor, or asking your mentor questions about the topic (we have a list of questions you can try, if you get stuck).
  - **Portfolio Activity:** save your Deliverables in one place, so you can use them for future academic or professional opportunities.
- **Extension Activities and Additional Information:** optional activities or information to dive deeper into the course's topic.

## Resources and Support

We have several tutorials and resources to help you with **reading, writing and creating and sharing files**, available on [your dashboard](#).

### Technology and Computer Skills Tutorials

Do you need help doing something on your computer, tablet or phone? Here are some tutorials that will teach you how to do some of the things you'll need to do in this program.

Creating content	Sharing content	Viewing and downloading files from your mentor	Using your internet browser	Copy and pasting text
Writing text, spreadsheets, slides/presentations  Audio, videos, pictures	How to find and send your mentor files from your device, like videos, pictures and documents.	How to view different files that your mentor might send you	How to get to and from different websites  Opening new tabs and windows	Moving blocks of text without having to retype everything!

### Reading, Writing & Hearing Tools

Communicate with your mentor in a way that works best for you - if you are better at speaking than writing, or listening than reading, or vice-versa, we've got you covered!

Writing Tools	Reading Tools	Audio & Video Tools	Translators
Learn how to get your computer (or other device) to write down what you speak out loud.	Learn how to get your computer (or other device) to read text out loud to you.	Closed captioning: how to get subtitles on videos.  Written transcripts: read about what happens in a video instead of watching.	If English is not your first language, follow these steps to translate text into a language you're more comfortable with.

### Program Resources

Contact the eMentoring Staff for:	Troubleshooting MentorCity	Glossary
<ul style="list-style-type: none"> <li>MentorCity issues</li> <li>Issues with your match - we can rematch you.</li> <li>Answering questions.</li> <li>Feedback and comments.</li> </ul> <a href="mailto:e.mentoring@ubc.ca">e.mentoring@ubc.ca</a>	If you are having technical issues with MentorCity, try some of the solutions in our MentorCity troubleshooting guide.	If you ever come across a word or icon you are unfamiliar with, you can look for it in our Program Glossary.