



User Guide.

A step-by-step guide to using this mentoring platform.



Table of contents.

01	Introduction
02	Registering your account
03	Navigating the platform
04	User guide
05	Finding a mentoring match
07	Requesting a mentor or mentee
08	Responding to a mentoring request
09	Managing your mentoring relationships
10	Scheduling a meeting
11	Your profile
13	Mentoring settings
14	Goal setting
16	Settings
18	Reports
19	Treads, questions and conversations
20	FAQ's
22	We're here to help



iOS:

Introduction.

This mentoring platform, powered by Pushfar, is designed to help individuals with mentoring, and through this, career progression. The platform has a wealth of tools to help you to find a suitable mentoring match, manage your mentoring relationships, schedule goals, track your progress, and ultimately navigate through mentoring most effectively.

When you sign up, you will have the option to register as either a mentor, a mentee, or both. Don't worry—after you've registered you can update your mentoring preferences at any stage. As well as mentoring, we will also help you to connect with like-minded and recommended networking professionals.

An accompanying app is also available on both iOS and Android. Scan or click the QR code below to download.

Android:**iOS:**

Registering your account (step 1 & 2).

The registration process consists of just two steps.

Step 1 asks for some essential details to create a profile, such as your name, email, password (unless you're using Single Sign-On), location, and your mentor preference to be either a mentor, a mentee, or both. There are a few additional questions in step 1 too, to

Step 2 of registration asks you about your mentoring preferences:

As a mentor:

- Your experience and how you can support mentees—sell your experience!
- Whether you would prefer to mentor in-person or virtually.
- How many mentees's you're willing to have.
- Specific areas where you are confident you can offer support.

As a mentee:

- What you are looking for from a mentor—the more information the better!
- Specific areas in which you are seeking support.

After you have completed both stages of registration, you will either receive a holding confirmation page if your organisation has set up manual approvals or a list of recommended mentoring matches. If you have selected to be both a mentor and a mentee, you will have two tabs that you can toggle between to see both recommended match lists.

Navigating

The platform is designed to streamline the mentoring process and allow you to manage your mentoring relationships and career progression effectively. The main aspects and elements of our platform to note include the navigation bar (located on the top of the screen on desktop and at the bottom of the screen on mobile) and the side menu on mobile.



Home:

This is where you can view your mentoring relationships, see any upcoming mentoring meetings and view updates about your career progression process.



Your Profile:

This is where you can see details that others will see about you, such as your current and previous roles.



Your Messages:

This is where you can view messaging threads between other members on the platform, including your mentors and mentees.



Your Reports:

The reports page provides you with insights into how proactive you are being in your career progression and mentoring activities.



Notifications:

Your notifications page is where you can view updates relating to mentoring requests, mentoring meetings and updates to conversations.



Resources:

This page may not always be visible. It is defined by your organisation. If visible and enabled, you can access guidelines and mentoring resources here.



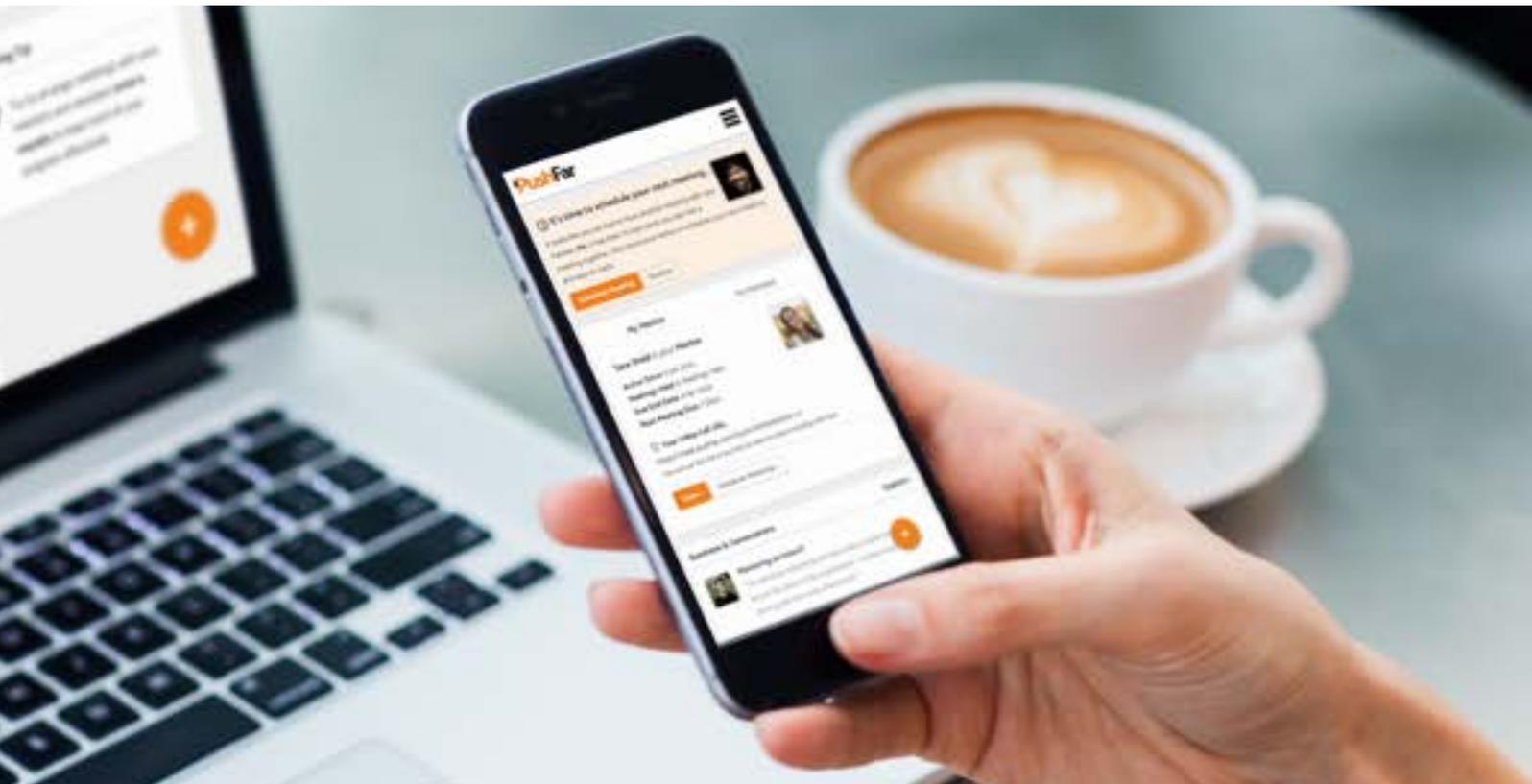
Settings:

The settings page is where you can update your preferences around privacy, notifications and account controls.



Logout:

To log out of your account, simply click on the logout icon.



user guide.

Mentor matching is based on a wide range of data sets, our algorithms take into account the following when recommended suitable mentoring matches:

- Availability of mentors
- Location of mentors and mentees
- Organizations of mentors and mentees
- Universities or colleges of mentors and mentees
- Profile and mentoring preference keywords
- Mentoring areas of help

Our algorithms also look at existing mentor matching data to improve upon matches and our development team release updates frequently to further improve our matching.

Finding a mentoring match.

Once you have completed the registration process and entered your mentoring preferences, you will see a suggested list of the most suitable mentoring matches for you. If you have selected to be both a mentor and mentee, you will have two tabs that you can jump between. Otherwise, you will simply see one list.

The screenshot displays a user interface for a mentoring platform. At the top left, there is a placeholder for 'YOUR LOGO'. The main content area is divided into several sections:

- Proposed Mentors:** A central list of four potential mentors, each with a profile picture, name, title, location, and a brief bio. To the right of each profile are three green action buttons: a plus sign, a circular arrow, and a checkmark.
 - Will Swan:** Head of EPEA-Public Relations, London, UK. Bio: "Looking to help media and PR professionals with career growth, stability and advice. Experience in job crisis management and copywriting. Ex-journalist. Based in London, mainly around Old Street - and happy to work virtually too for international colleagues!"
 - Hannah Roberts:** Marketing Manager, Manchester, UK. Bio: "Always keen to help and give back to those looking to go into digital marketing and design agencies. Ten years experience and now an account executive - happy to offer advice to students, graduates and junior marketing professionals."
 - Muhammed Saidani:** Retired Account Manager, London, UK. Bio: "Recently retired communications account manager. Now with spare time I'd be happy to help marketing graduates and junior marketing professionals with industry insights, advice and all-round general help. Drop me a message and we can arrange a coffee in the City or West End of London!"
 - Sara Ward:** Head of Apprenticeships, Paris, France. Bio: "Background in human resources and people management. Team leader for the graduate scheme in Paris for 7 years, now head of apprenticeships across the business and always happy to provide insight, management training and guidance on career progression and development."
- Proposed Mentees:** A second, currently empty list with the same header and structure as the proposed mentors.
- Your Goals:** A section on the right with a large orange plus sign and the text "Setup your first goal here, track your activities and stay on top!".
- Left Sidebar:** Contains a 'Daily Networking' section with two profile cards (James Taylor and Sara Jones), 'Explore Alerts' and 'Network' buttons, and a 'Mentoring Tip' box that reads: "Try to arrange meetings with your mentees and mentees **once a month** to keep track of your progress effectively."

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Within this suggested list of matches, you can review what they are either looking for from a mentor, or what they can offer as a mentor. You can also see each individual's job title, location and profile picture (if they have added one). On the right-hand side of each suggested match, you will see three options:

-

View:

This takes you to the individual's profile

-

Request:

This is to request them as a Mentor! It will take you to a final confirmation page where you can set expectations, such as the length of the relationship and frequency of mentoring meetings.

-

Dismiss:

This removes the suggested mentor match from your recommended list. The individuals' you dismiss will not be notified.

Requesting a mentor or mentee.

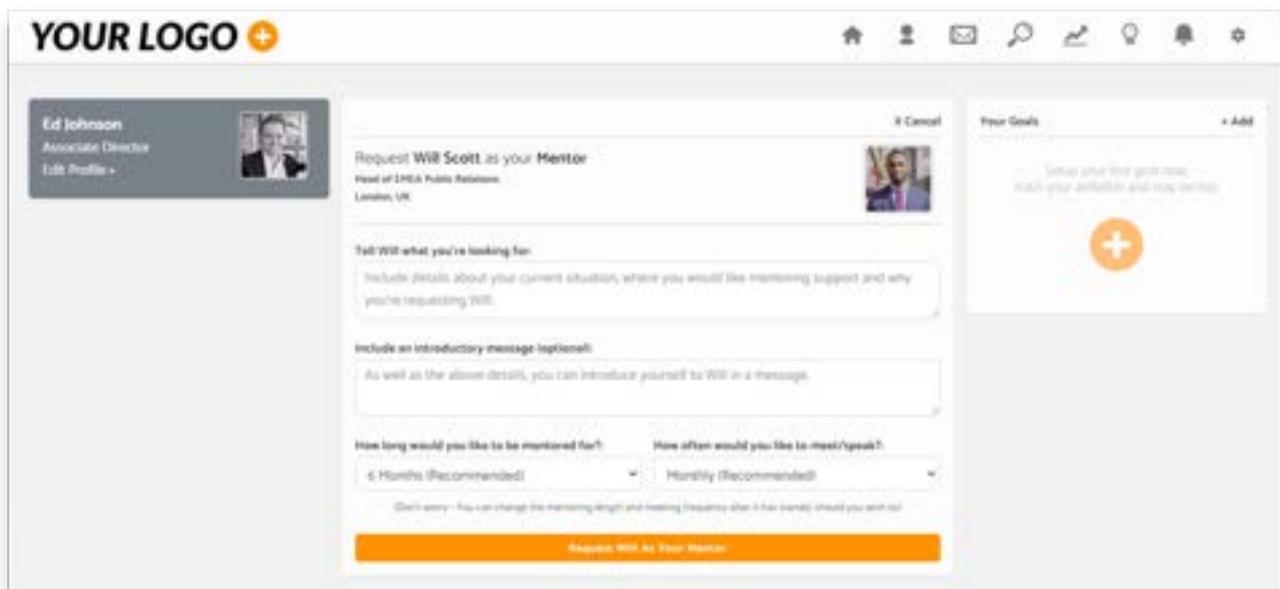
Once you have found a suitable mentor or mentee, you can click on the 'Request' button. Within the request page, you can then set expectations.

Length of mentorship:

This is the length of time you would like the mentoring relationship to last

Frequency of meetings:

This is where you can define how frequently you would like to schedule mentoring meetings.



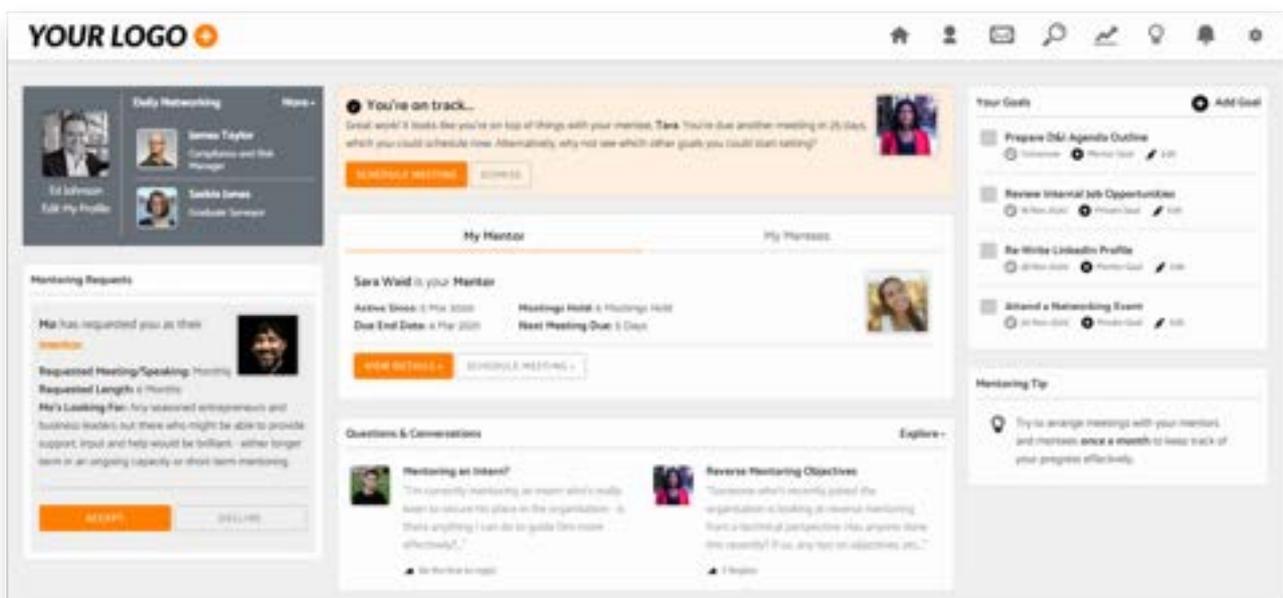
The screenshot shows a web interface for requesting a mentor. At the top left is a logo placeholder "YOUR LOGO" with a plus sign. The top navigation bar includes icons for home, profile, messages, search, analytics, ideas, notifications, and settings. On the left, a profile card for "Ed Johnson, Associate Director" is visible. The main content area is titled "Request Will Scott as your Mentor" and includes a "Cancel" button. Below the title is a text box for "Tell Will what you're looking for" with a placeholder text: "Include details about your current situation, where you would like mentoring support and why you're requesting Will." Below this is another text box for "Include an introductory message (optional)" with a placeholder: "As well as the above details, you can introduce yourself to Will in a message." At the bottom, there are two dropdown menus: "How long would you like to be mentored for?" set to "6 Months (Recommended)" and "How often would you like to meet/speak?" set to "Monthly (Recommended)". A small note below the dropdowns reads: "Don't worry - You can change the mentoring length and meeting frequency after it has started (should you wish to)". At the bottom of the form is an orange button labeled "Request Will As Your Mentor". On the right side, there is a "Your Goals" section with a plus sign and a placeholder text: "Set your first goal now, match your abilities and how often".

Responding to a mentoring request.

If you receive a mentoring request, either from someone requesting you as their mentor or mentee, you will receive an email notification alerting you accordingly. You can respond to this request from the homepage. When you login, you will see this request both on your homepage on the left-hand side and within the notifications page.

You have the option to accept or decline these requests and can review the expectations being set here, with regards to mentoring relationship length and meeting frequency. If you have questions upfront, you can click on the individual's profile picture and send them a direct message. It's far better to address these queries in advance of accepting a mentoring request.

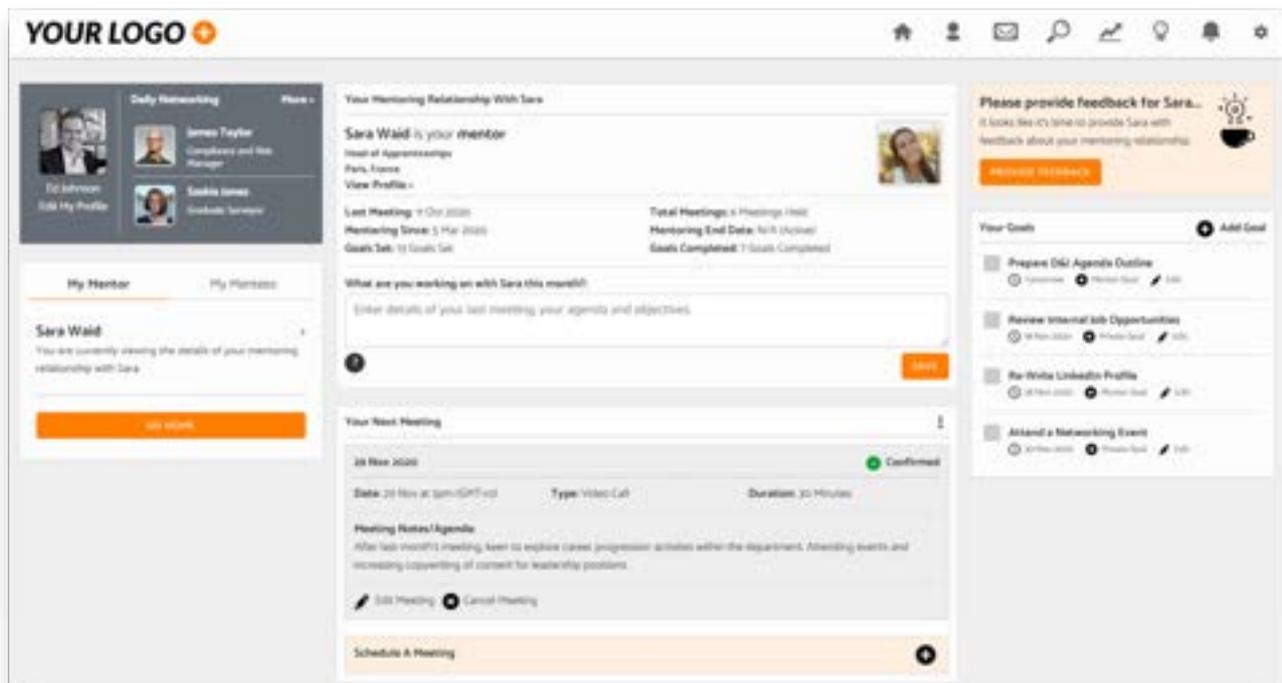
Don't forget - mentoring requests automatically expire if they go unanswered for 14 days. During this time, we will send the requested individual an initial notification and two reminder communications about this. If a request expires, the individual who made the request will then be notified and can request someone else accordingly.



If you feel you are unsuitable or that the mentoring relationship is not right, you can decline the request. When declining a request, you will have the option to let the individual know why you have declined their request. It is far better to decline a request than accept the wrong request.

Managing your mentoring relationships.

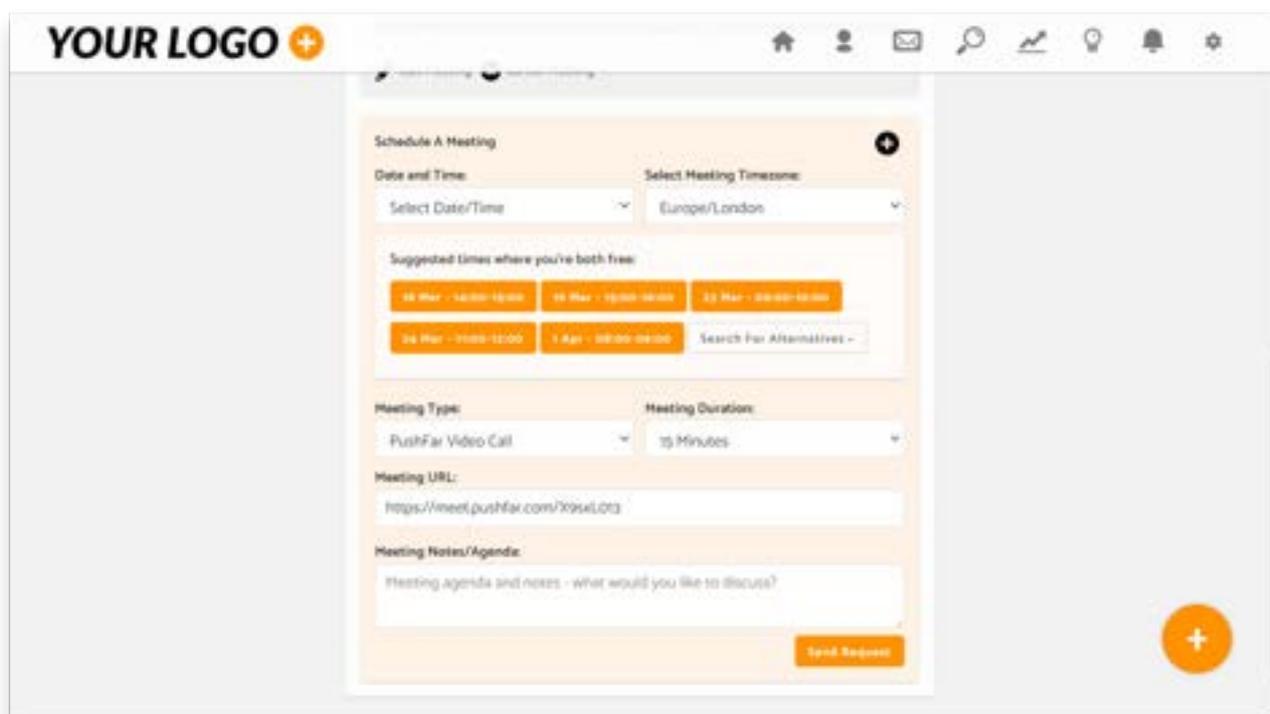
When you are in an active mentoring relationship, you will always see either your mentor, mentee or both, on the homepage. Here you can view a few overarching details about the mentoring relationship and can send them a message and schedule a meeting quickly. If you click on the 'View Details' button, you will open your mentor management panel and a comprehensive overview of the mentoring relationship.



Within the mentoring management panel, you will have a list of goals that either you have set, if you are the mentee, or that your mentee has set, if you are the mentor. You will also be able to view how many meetings you have had, the date of your last meeting, any upcoming meetings and by pressing on the 'three dots' in the 'Your Next Meeting' panel you can view past meetings and their agendas too.

Scheduling a meeting.

To schedule a new mentoring meeting, simply click on the 'Schedule a Meeting' bar at the bottom of the screen. This will open a dialogue box where you can select a date, time, time zone and mentoring meeting length. You can also add your notes and agenda here. As is best practice with mentoring, we would recommend meetings and mentoring agendas are scheduled and led by the mentee for the most part.



The screenshot shows a web application interface with a header containing 'YOUR LOGO' and a navigation bar with icons for home, user, messages, search, analytics, ideas, notifications, and settings. The main content area features a 'Schedule A Meeting' dialog box. The dialog box has a title 'Schedule A Meeting' and a close button. It contains several sections: 'Date and Time' with a 'Select Date/Time' dropdown and a 'Select Meeting Timezone' dropdown set to 'Europe/London'; 'Suggested times where you're both free' with five orange buttons showing dates and times (e.g., '18 Mar - 14:00-15:00') and a 'Search For Alternatives' link; 'Meeting Type' with a dropdown set to 'PushFar Video Call' and 'Meeting Duration' with a dropdown set to '15 Minutes'; 'Meeting URL' with a text input field containing 'https://meet.pushfar.com/295xL0D'; and 'Meeting Notes/Agenda' with a text input field containing 'Meeting agenda and notes - what would you like to discuss?'. A 'Send Request' button is located at the bottom right of the dialog box, and a large orange plus sign is visible in the bottom right corner of the application window.

If your admin has integrated your calendar system, you will see some suggested times listed to select from which both parties are showing are available. You can integrate your meetings with Microsoft Teams or Zoom if you would prefer, or we do have the Pushfar video calling application within the platform. Once you have chosen a time and sent this through to your mentor/mentee - they will have received a notification of this request and have the option to accept or decline the request and propose a new time also. They would also receive an email notification with a link that takes them to the site. Once the meeting has been confirmed, users will receive an email confirming this and a link where you can add it to your calendar.

Your profile.

Every user has their own profile page which you can edit, connect your professional social media accounts (such as Twitter/LinkedIn) along with information about themselves, professional experience, and what they are looking for in a mentor/mentee.

Users cannot view other people's mentoring relationships, this is only viewable by the administrator.

You can also send a message to a user through the profile page by clicking the orange message button on the right.

On your own profile, you can see how many points you have earned through engaging with the platform, and your point history.

YOUR LOGO +

Home > Tim's Profile

Tim Rogers
 Current Role: Senior Marketing Executive
 End Goal: Chief Marketing Officer
 Mentor & Mentee
 London, UK

SEND MESSAGE

About Tim
 Experienced marketing manager with 30+ years of experience with a wide-range of brand and marketing channels. Recently moved over to managing teams of marketing and campaign managers and keen to give back and provide my experience to others now.

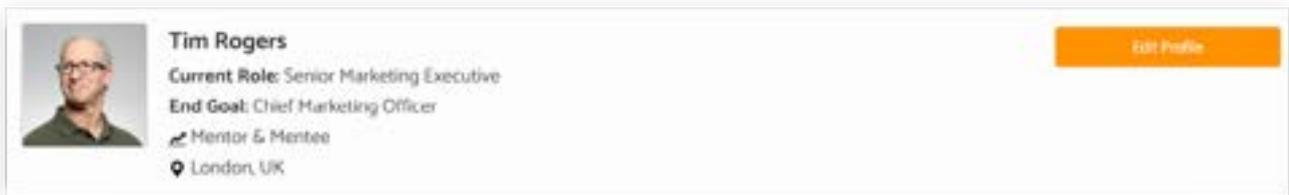
What Tim can help with:
 "In previous roles as head of digital, marketing manager, startup co-founder and business development lead, I'm always happy to help those looking for support in business, marketing or technology firms. Keen to help share knowledge, experience and ultimately help everyone to develop and grow!"

What Tim is looking for:
 "Any seasoned entrepreneurs and business leaders out there who might be able to provide support, input and help would be brilliant - either longer term in an ongoing capacity or short term mentoring. Drop me a message and let's connect!"

Tim's Experience
 Senior Marketing Executive
 PushFar
 Nov 2017 - Present

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You can edit your profile information any time by clicking the 'Edit Profile' button on the right-hand side of your profile page.



Once you click 'Edit Profile', you can amend all personal details such as name, company, city, industry, along with your professional experience, profile photo, objectives, and 'About You' section. You can also link your LinkedIn, Twitter, Facebook and YouTube accounts.

Mentoring settings.

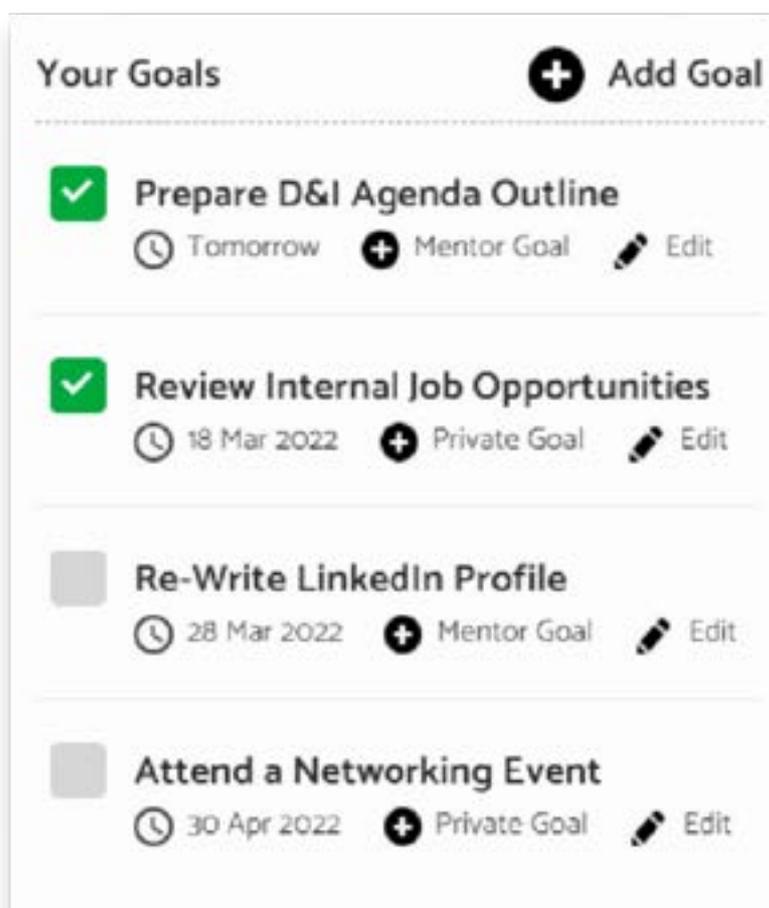
You can update these anytime on the homepage, by clicking 'Mentoring Preferences' on the left-hand side. This will enable you to adjust whether you would like to be a mentor/mentee, and your matching categories.

Please note - you may not be able to adjust this depending on if this has been set at admin level, please contact your administrator for further details.

The screenshot shows a user dashboard for 'Ed Johnson, Associate Director'. The main section is titled 'Select Your Mentoring Type' and includes a sub-header 'Not sure what to select?'. Below this, there are three options: 'Mentor & Mentee' (selected), 'Only Mentor', and 'Only Mentee'. The 'Mentoring Others' section contains a text area for describing experience, a dropdown for 'How would you prefer to mentor?' (set to 'Both virtually and in person'), a dropdown for 'How many people can you mentor?' (set to 'Up to Ten People'), and a list of categories for help and support: Job Hunting, Interview Training, Industry Insight, Time Management, Productivity, and Career Progression. On the right, there is a 'Your Goals' section with a list of goals and a 'Mentoring Tip' section with a lightbulb icon and a plus button.

Goal setting.

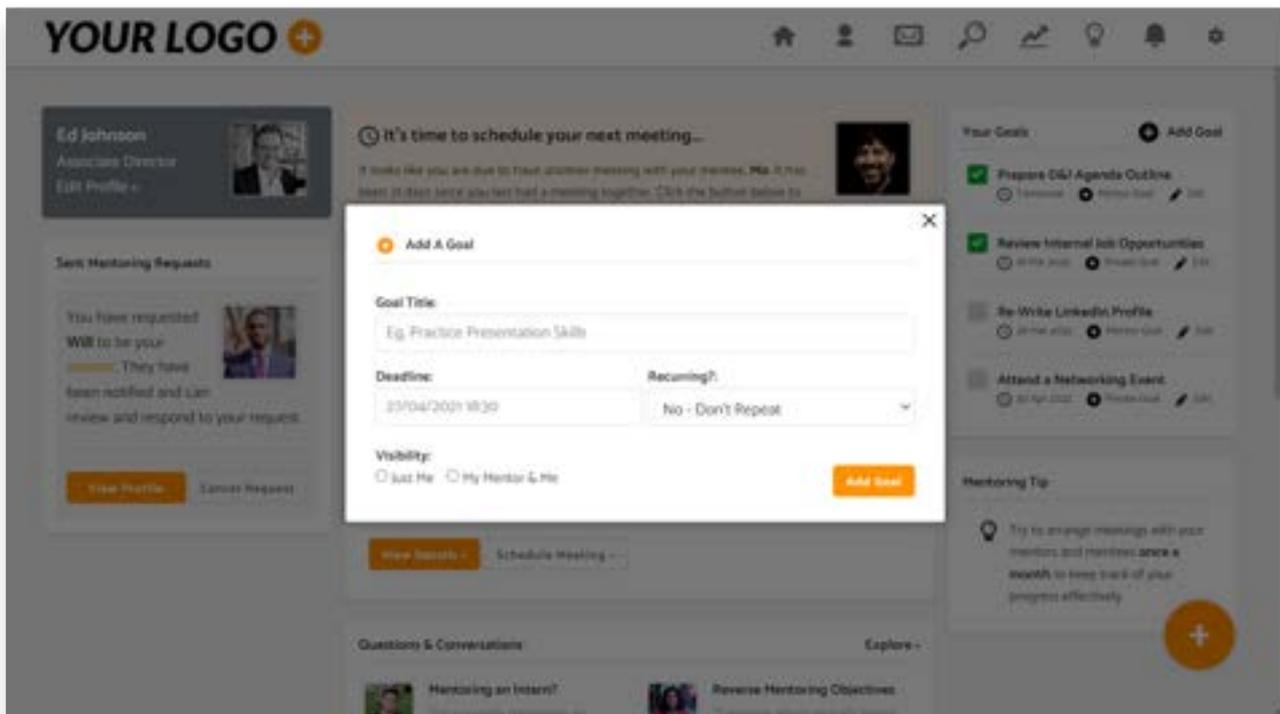
You can add goals through the platform on the home page, you will see the goals box on the right side of the page.



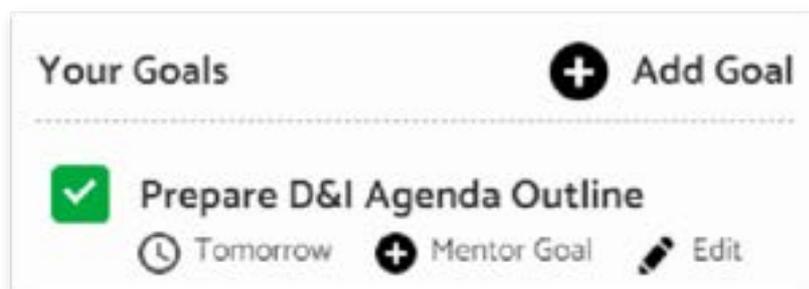
You can click on the '+ Add' button to add a goal. You can choose whether this goal is viewable only to you, or also to your Mentor.

Administrators can view how many goals have been set and marked as complete, but they will not be able to see the details of the goals set.

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When you have completed a goal, you would tick the box on the left to green - and this would mark the goal as completed. You can find completed goals by clicking on the 'View Completed Goals'.



Settings.

Under the platform settings page, you can adjust several features on your platform, including changing your password, enabling/disabling email and push notifications and the contact details for our support team. You can also disable the reports/gamification feature.

Please note - this may have already been disabled, please contact your platform administrator for more details.

The screenshot shows a user settings interface with the following sections:

- My Account:**
 - First Name: Ed
 - Last Name: Johnson
 - Email Address: [Empty]
 - Password: Type your password
 - Update My Details button
- Change Your Password:**
 - Current Password: Type your current password
 - New Password: Type your new password
 - Repeat New Password: Re-type your new password
 - Update My Password button
- Privacy & Profile Visibility:**
 - Can people find me using my email address?: Yes No
 - Can search engines see my profile?: Yes No
 - Who can view my updates?: Everyone My Followers
 - Who can send me messages?: Everyone People I Follow
 - Who can see my job title?: Everyone People I follow
 - Who can see my career history?: Everyone People I follow
 - Who can see my 'about me' bio?: Everyone People I follow
 - Who can see my dream job?: Everyone People I follow
 - Save Privacy Settings button
- Email Notifications:**
 - When someone follows me: Yes No
 - When I receive a new message: Yes No
 - When I receive a mentoring request: Yes No
 - When someone comments on my updates: Yes No
 - Personalised career suggestions: Yes - Weekly Yes - Monthly No
 - With news and updates from Pushfar: Yes No
 - Save My Notifications button

continued on next page

You are also able to block users should the need arise, and in settings, you can unblock them.

Below is the section where you can change your password - you can find this on the left-hand side of the screen on the settings page.

Change Your Password

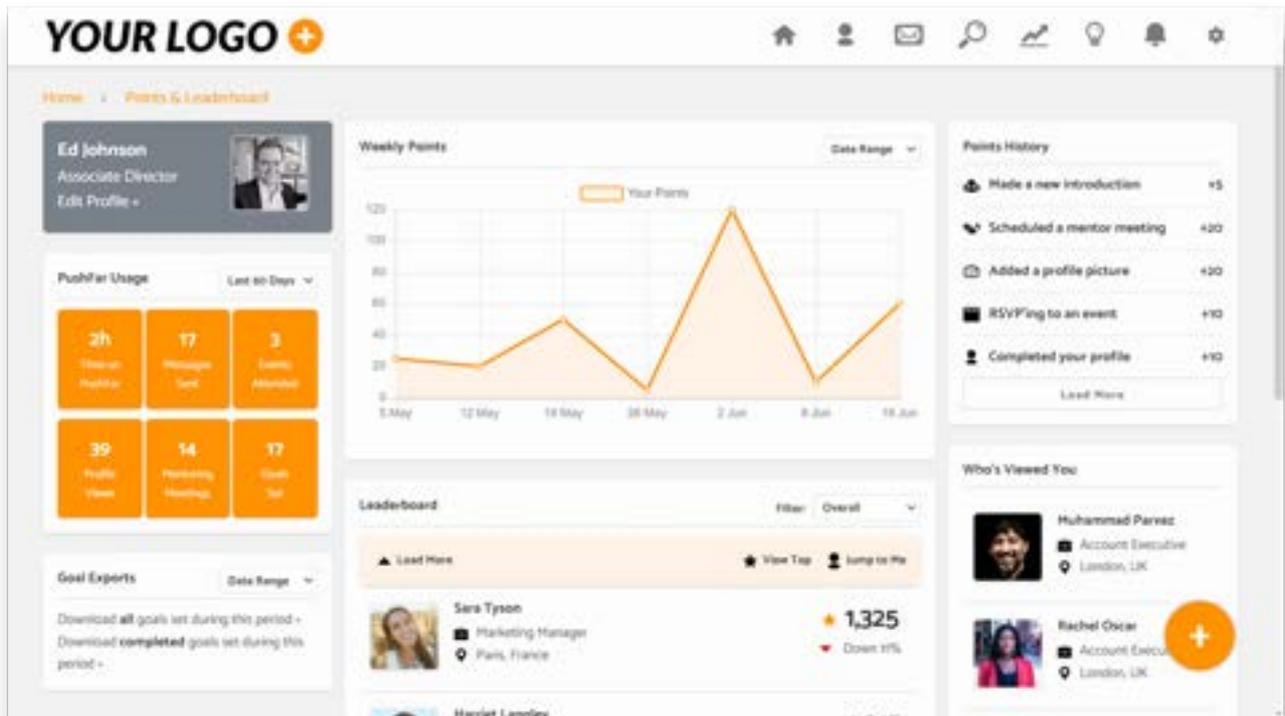
Current Password

New Password **Repeat New Password**

Update My Password

Reports.

On this page, you can view how many points you have earned through engaging with the platform, alongside a weekly leaderboard.. You can earn points buy engaging in different activities and actions.



You can export your goals, completed or outstanding, through this page, along with viewing who has viewed your profile.

You can see how many points you have earned through certain actions, on the right-hand side.

Threads, questions and conversations.

On the home page under 'Questions and Conversations', you can access a Q+A networking feature between other users, you can start your own thread which other users can respond to. You are also able to search through the threads if you were looking for a particular Q+A. Asking questions will earn you points.

You can begin your own thread on the left under 'Start A Thread' and view your current threads on the right-hand side of the page. You can add tags to the questions also.

To engage in a thread, and view the comments, you can click on the title of the thread to expand all replies. Clicking the green 'Reply' button on the right means you will be able to write a reply.

The screenshot displays the PUSHfar website interface. On the left, there is a user profile for 'Giz Johnson' with a 'Pushfar Score' of 1,328. Below the profile is a 'Start A Thread' form with fields for 'Title or Question', 'Tags', and 'Question/Conversation'. The main content area features a search bar and a list of 'Trending Threads' with titles like 'iOS Developer', 'ES/SES Investment', 'Mentoring a Student', and 'How can I help graduates?'. On the right, there is a 'My Threads' section showing a thread titled 'HTML5 - Difference between HTML and HTML5?'. The interface includes navigation icons at the top and a 'Earn More Points' banner.

FAQ's.

How can I register?

When first registering, it is advisable to take the same approach as decided within the organisation that mentors and mentees will take. This could be one of several ways:

- Logging on via Single Sign-On (SSO)
- Being added in through the administration panel
- Registering via the unique organization's registration URL

How can I log in?

You would log in via the main website, www.pushfar.com. Simply visit the website and enter your login credentials to access the portal. However, if you have integrated SSO, please use the login URL that has been set up by your organisation, to access the portal.

Can I change my mind about being a mentor/mentee?

Yes, you can change whether you would like to mentor, be a mentee or both at any time on the left-hand side of the home page, under Mentoring Preferences.

How do I earn points?

You can earn points by networking, mentoring, attending events, and engaging in conversations. If you cannot see the points awarded, this may have been disabled by the administrator within your company.

Who can see my mentor relationship details?

Your company administrator can view the mentorship details, however messaging, meetings and goals remain private between the mentor and mentee. You can choose to share your own goals with your mentor or keep this information for yourself.

How do I meet with my mentor?

We have a PushFar video application within the site you can use, or you can also schedule a meeting with Microsoft Teams or Zoom. If you would prefer in person, you can mention this in your profile also.



FAQ's.

Who can view my messages through the platform?

Your discussions, messages, meeting notes and conversations between mentor/mentee are all private and confidential, these are not viewable by administrators.

I am looking for something in particular from a mentor, how can I find someone who can help?

Using the search feature on the home page, you can look through and search mentors on the open network of the platform, or limited to within your own company, depending on the administration permissions.

I am not receiving any emails

If the emails have been enabled within the administrator panel, they may have been blocked by your organization's Firewall settings, if they are not in the user's junk/spam folder, then you will need to contact your IT department and ask them to Whitelabel info@pushfar.com.

The PushFar video calling doesn't seem to be working

This may also be a firewall issue blocking the application if you speak to your organisation's IT department they should be able to clarify further.



We're here to help.

If you need support, please email:
support@pushfar.com

Or the STFM administrator
tbrazelton@stfm.org

CONTACT US

