



Co-funded by  
the European Union

# Mentor+ App User Guide

## Coordinator Account

Mentor+ is focused on designing an intervention of non-formal education, offering the mentoring methodology to engage, connect and empower young people in conflict with the law. The main idea is to use law abiding adults to support juveniles in the process of developing positive attitudes and behaviours.

**Project Number: 2021-2-BE05-KA220-YOU-000050037**

*The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.*

## Index

# Coordinator Account

### 1. **Introduction**

- a) [Overview of the App](#)
- b) [Coordinators' role](#)

### 2. **Account Set-up**

- a) [How to install](#)
- b) [Sign up](#)
- c) [Login](#)

### 3. **Home Page**

- a) [About](#)
- b) [Resources](#)
- c) [Sessions](#)

### 4. **Feedback**

### 5. **Chat**

### 6. **Settings**

- a) [Mentoring Teams Management](#)
- b) [Forum](#)
- c) [Mood Ring Graph](#)
- d) [Languages](#)
- e) [Report a bug!](#)

## Overview of the Mentor+ App

The Mentor+ mobile App was designed to [assist Coordinators, Mentors and Mentees during the mentoring processes.](#)

The App intends to assist Coordinators in supporting Mentors, while also fostering mutual support and networking between Mentors from partner countries, allowing mentoring relationships to overcome temporal and geographical barriers.

For mentees, e-mentoring enables real-time interactions with mentors through video calls or chats.

The App is available in nine different EU languages and is versatile enough to be adapted by other mentoring programmes.

## Coordinators' role

Coordinators play an important role in **managing** and **supervising the mentoring programme** to ensure that it runs as planned and that objectives are achieved. The coordinator's responsibilities include **recruiting, retaining and matching mentors and mentees**, supporting mentors in guiding the purpose of mentoring and supervising the entire process.

## Account set-up

# How to install

### Apple devices:

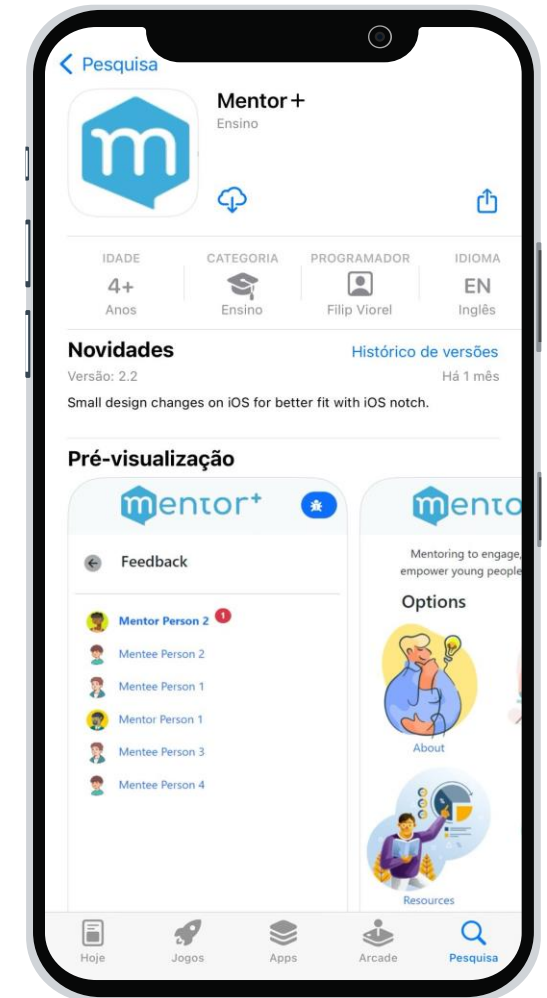
- Search “Mentor+” in the [App Store](#).
- Install the App.

### Android devices:

- Search “Mentor+” in the [Google Play Store](#).
- Install the App.

### Computer devices:

- Search “Mentor+” in your [Browser](#).
- Install the App.

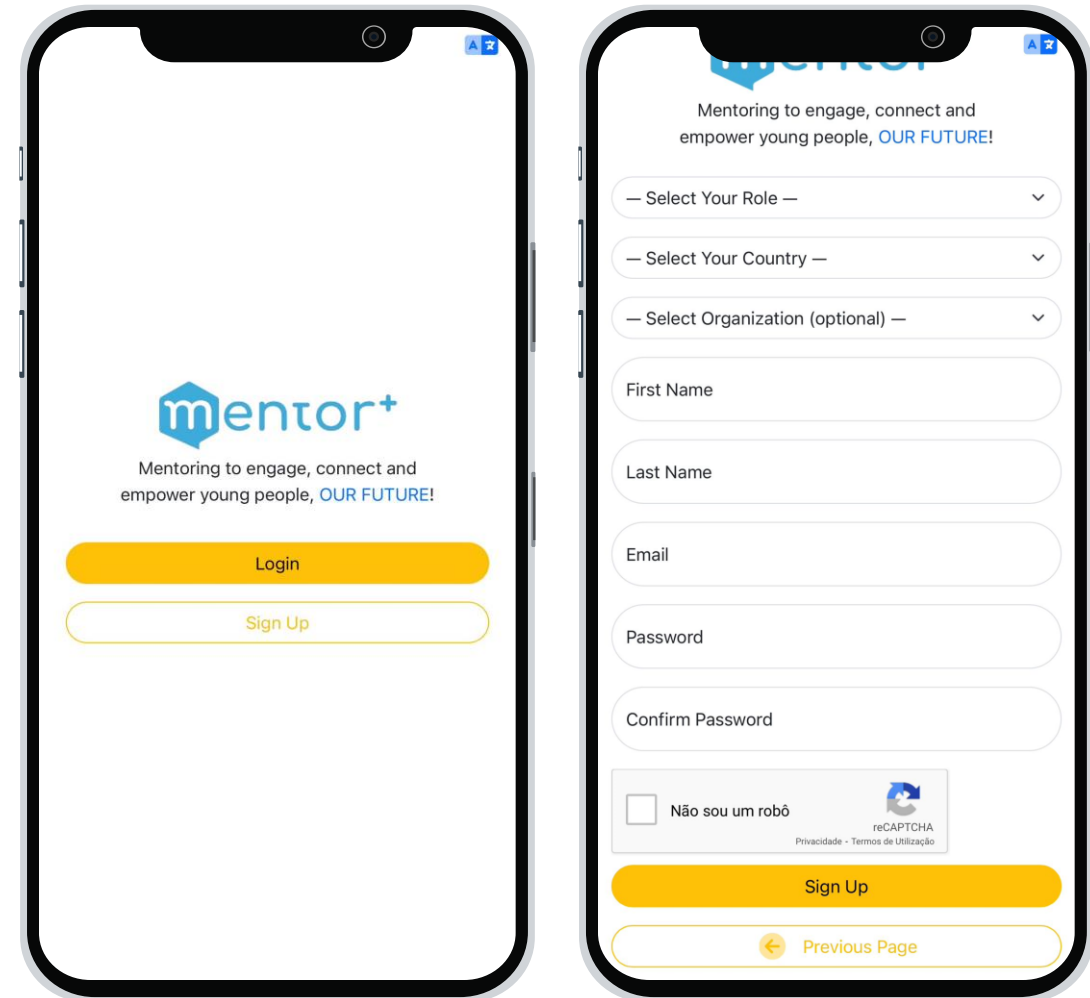


## Account set-up Sign up

To access the Mentor+ App, users must sign up.

Firstly, you must select your role (whether coordinator, mentor or mentee), your country and your organization. Then, you must provide your first and last name, e-mail address, and define a password.

The registration will be successfully completed once the administrator account approves it.



The image displays two smartphone screens from the Mentor+ app. The left screen shows the login and sign up options. The right screen shows the registration form with the following fields and elements:

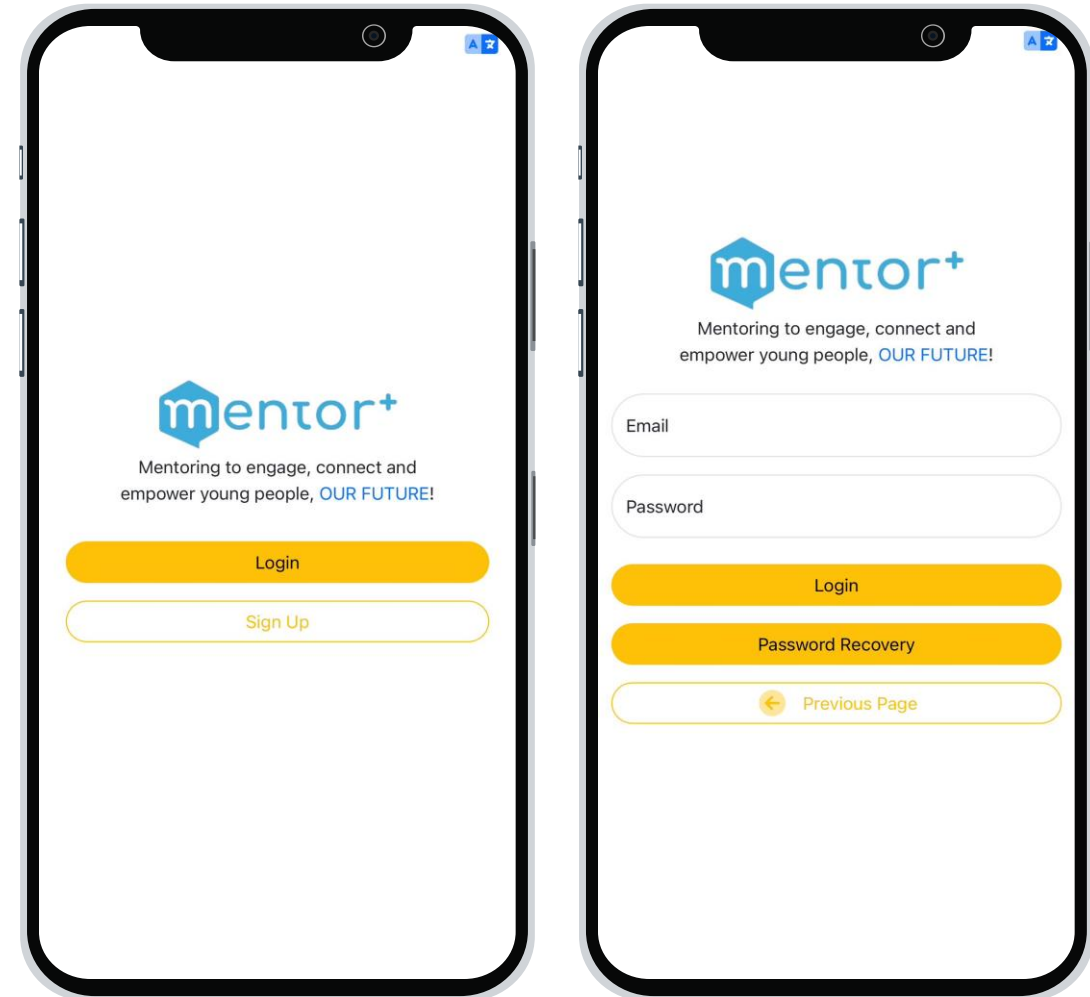
- Mentoring to engage, connect and empower young people, **OUR FUTURE!**
- Select Your Role —
- Select Your Country —
- Select Organization (optional) —
- First Name
- Last Name
- Email
- Password
- Confirm Password
- Não sou um robô
- reCAPTCHA
- Privacidade - Termos de Utilização
- Sign Up
- ← Previous Page



## Account set-up Login

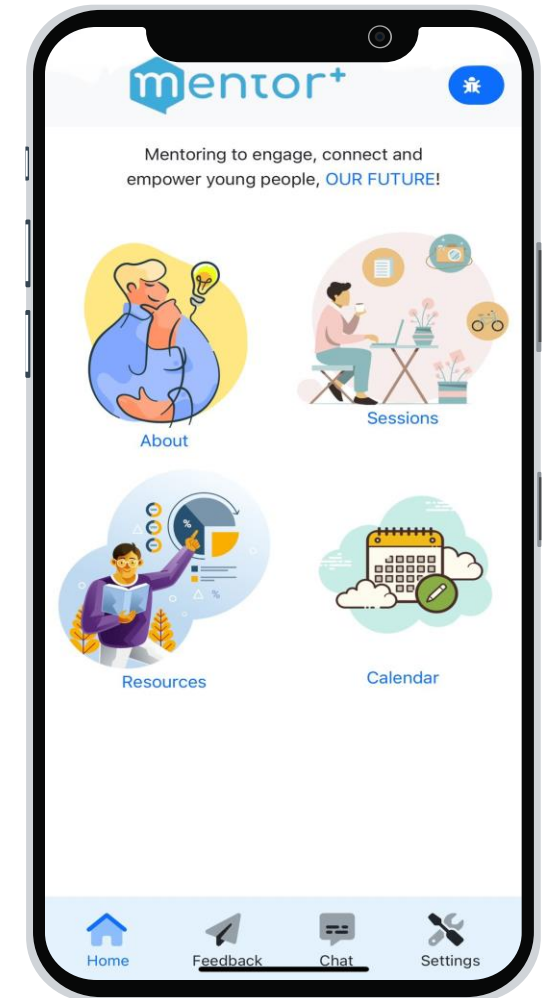
After being validated by the administrator account, users can access the App.

You must use the e-mail address and password established at registration.



## Home page

From the "Home" screen, Coordinators can find information on the initiative, access resources and tools developed by the partnership, schedule sessions and view scheduled sessions.

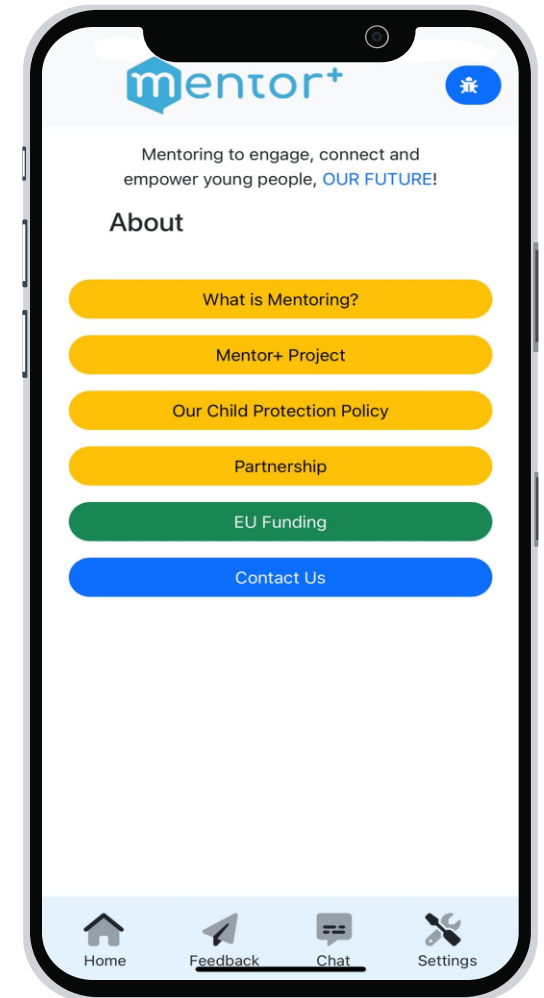




## Home page

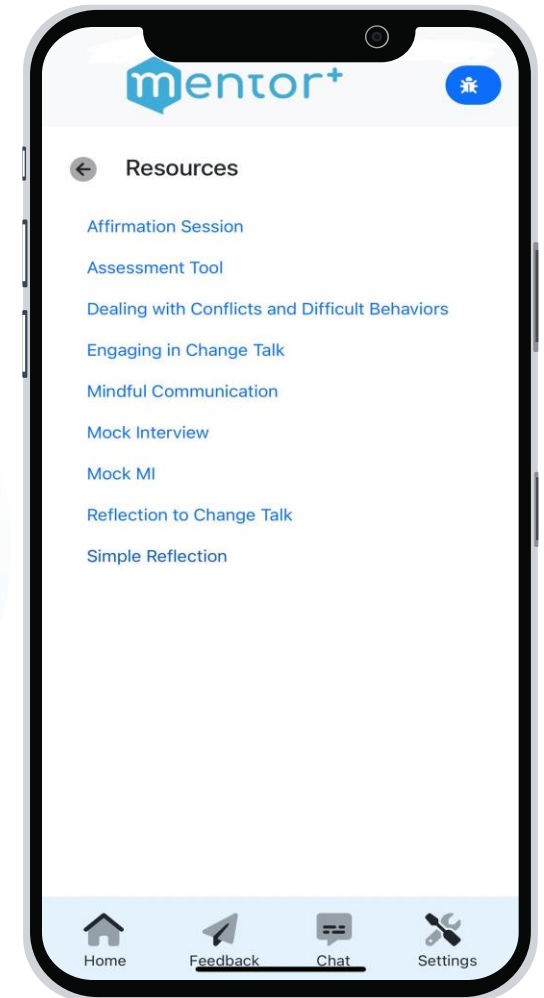
# About

On the “About” screen, App users can find detailed information about what mentoring is, the Mentor+ project, the Mentor+ Child Protection Policy, the partnership, the project funding and contact details.



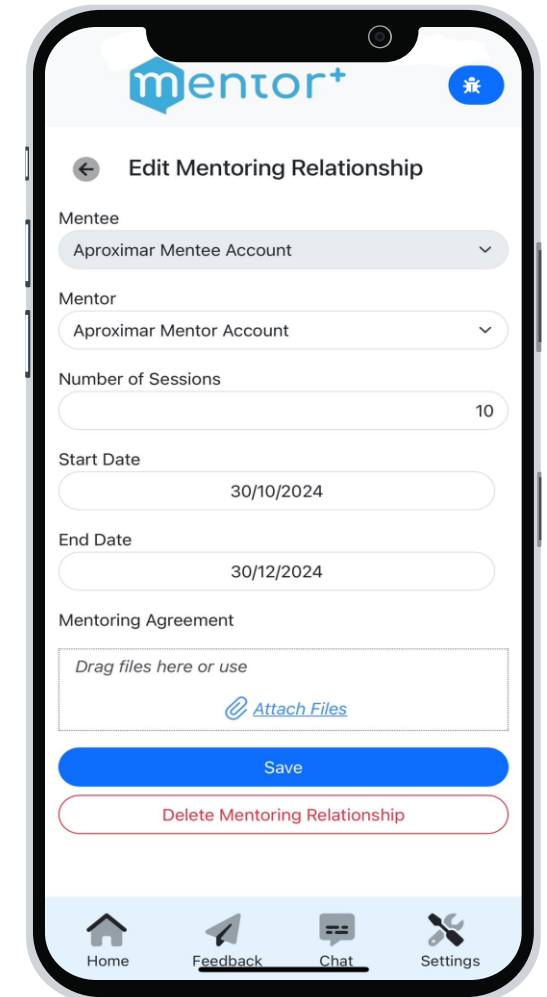
## Home page Resources

The coordinators will have access to a comprehensive set of tools/activities developed by the partnership with practical tips that they can implement during the mentoring processes.



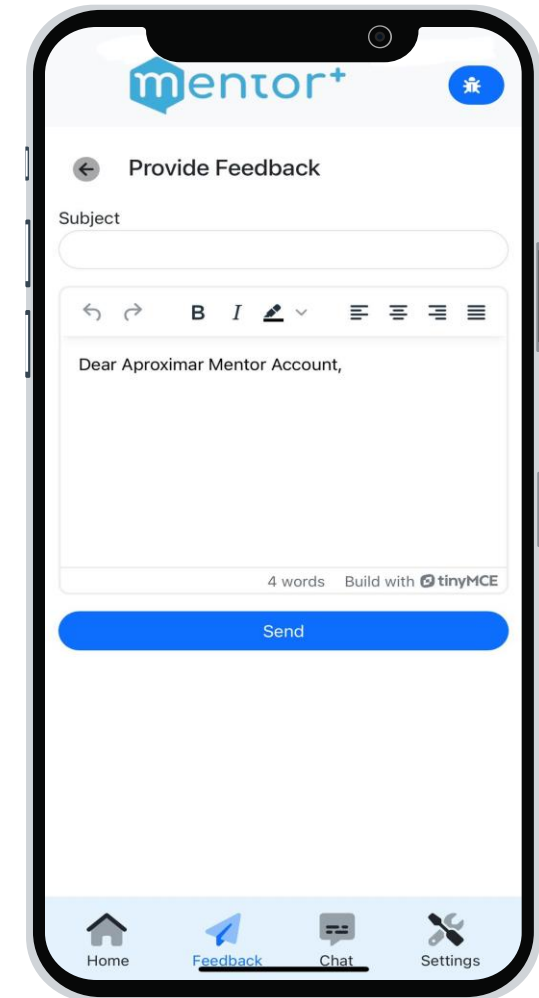
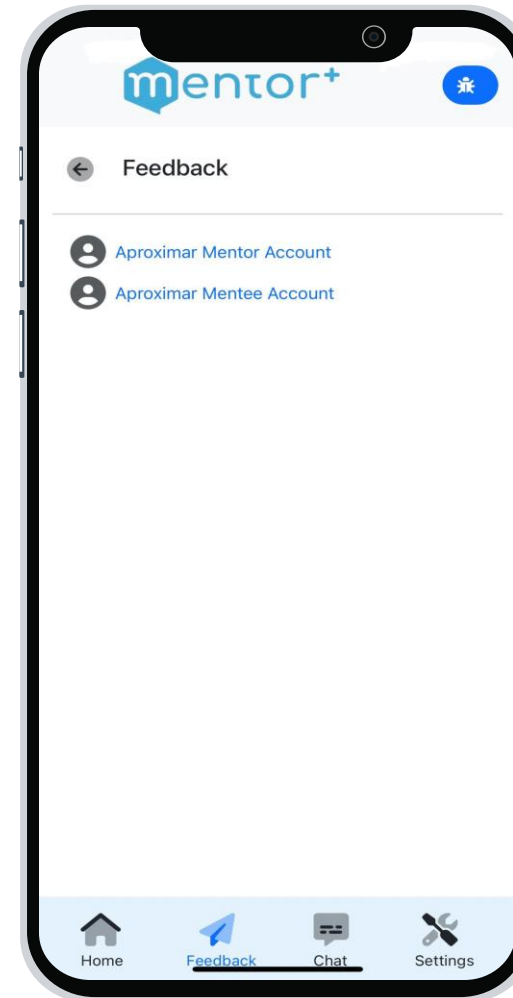
## Home page Sessions

Only mentors can schedule sessions within the App. As such, since coordinators can't schedule sessions, this "Session" feature leads to the "Mentoring Teams Management" feature, where they create and manage mentoring relationships, as well as monitor the ongoing mentoring processes.



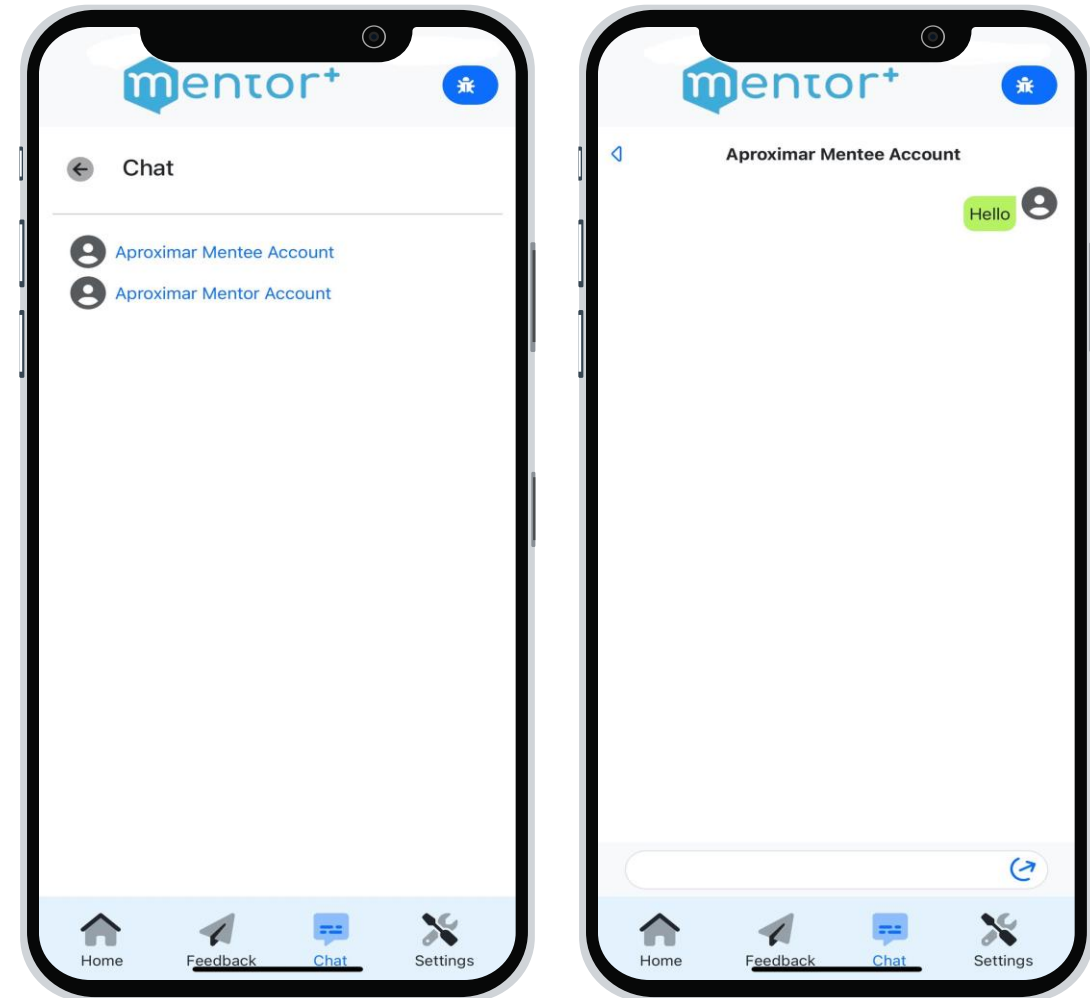
## Feedback

A "Feedback" feature is available in the app's toolbar for coordinators. The aim is to receive or ask for feedback from mentors or mentees, which can be about a specific session or about the mentoring process/relationship in general.



## Chat

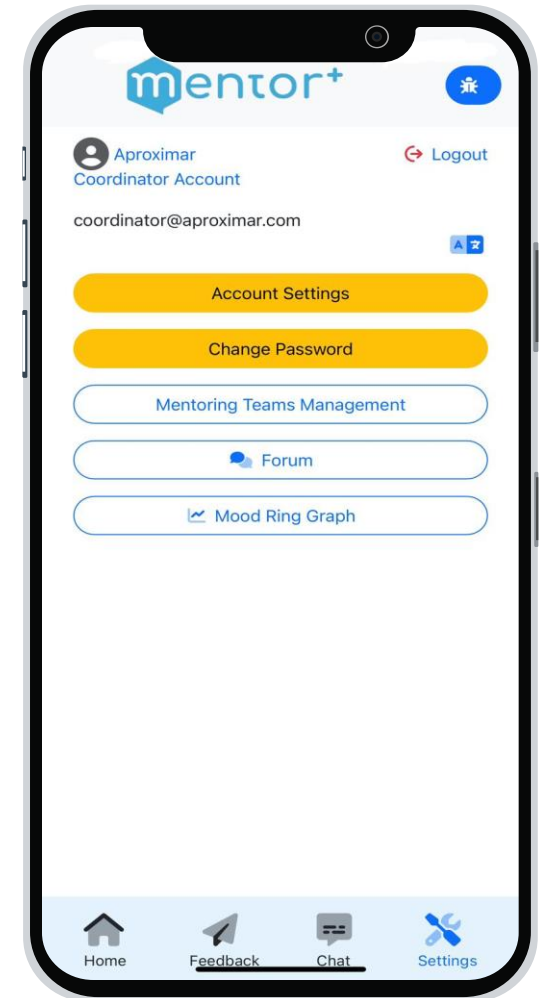
A "Chat" feature is also available for coordinators to be able to individually communicate and interact with mentors and mentees.





## Settings

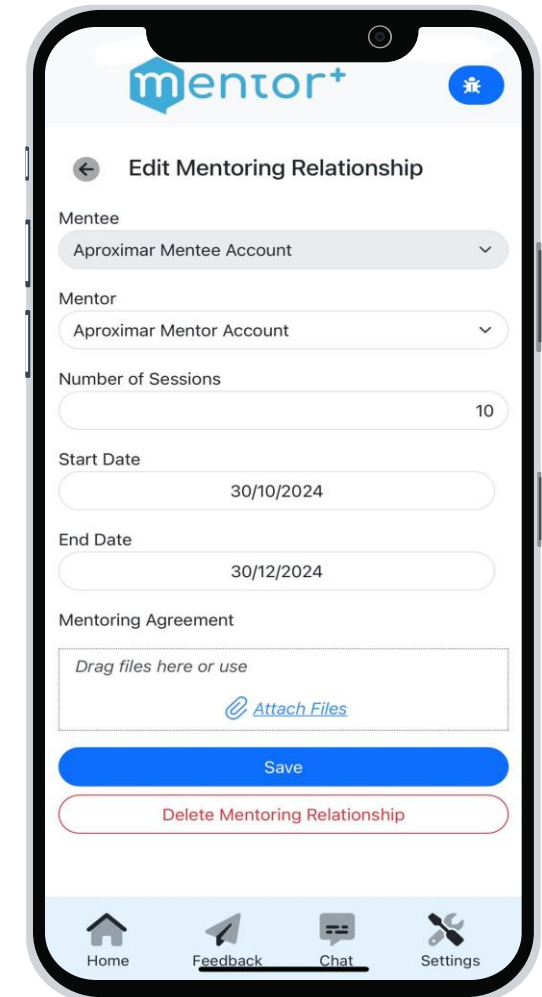
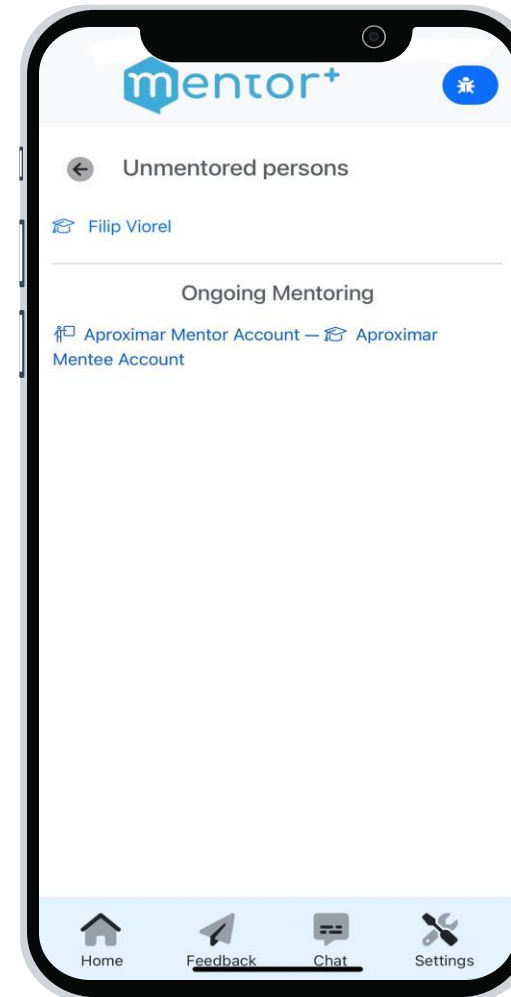
A "Settings" feature is available in the App's toolbar for coordinators. The aim is to allow users to customize their experience by adjusting preferences. These settings ensure that the App functions in a way that best suits individual needs and preferences.



## Settings

# Mentoring Teams Management

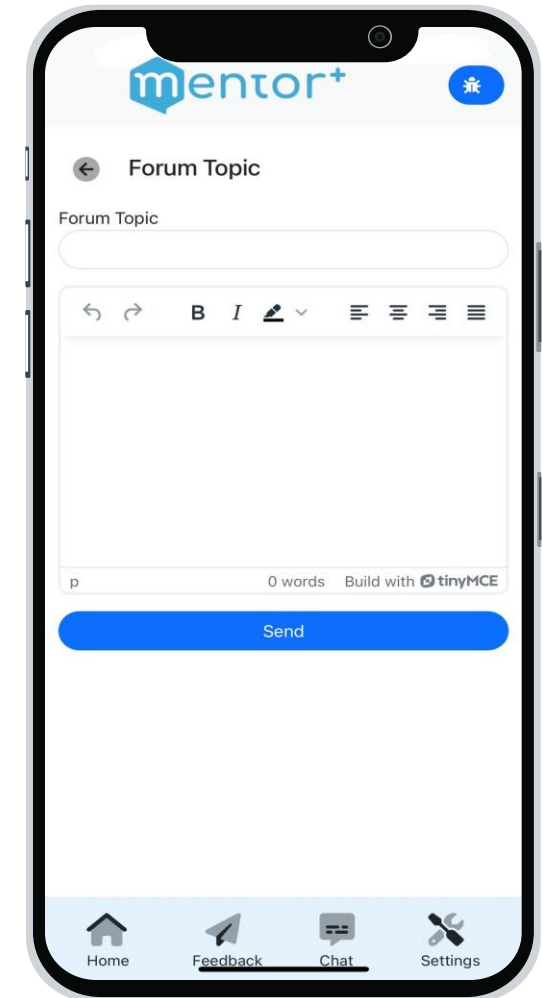
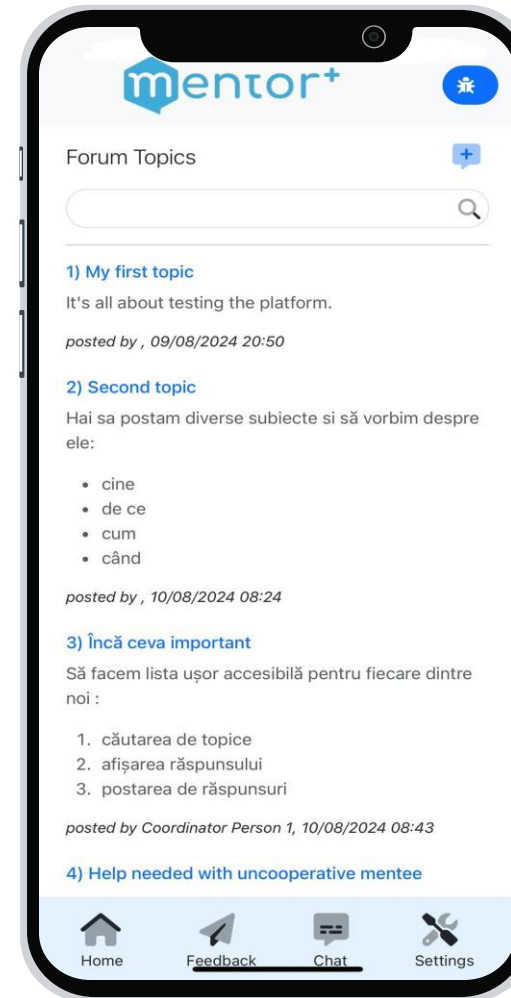
Coordinators are responsible for recruiting, retaining, and matching mentors with mentees. Using the “Mentoring Teams Management” feature, coordinators can create and manage mentoring relationships, monitor the ongoing mentoring processes, set the number of sessions, specify start and end dates, and add the mentoring agreement.



## Settings Forum

The “Forum” feature **enhances communication and collaboration within the mentoring community** (mentors and coordinators).

Coordinators can participate in discussion threads on topics related to mentoring and programme management. They can share resources, ask questions and provide answers, fostering a collaborative environment for problem-solving and knowledge sharing. Furthermore, they can post important updates and announcements related to the mentoring programme.



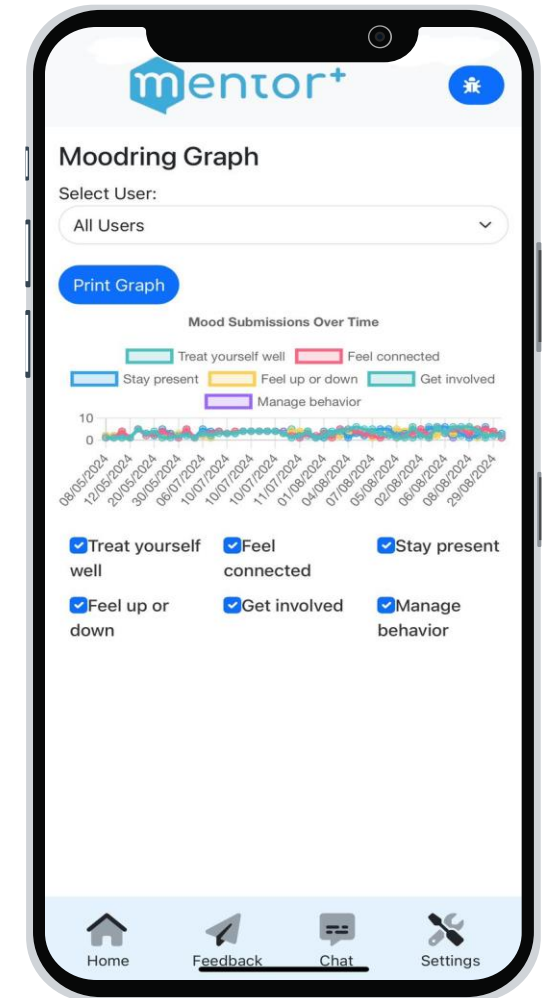


## Settings

# Mood Ring Graph

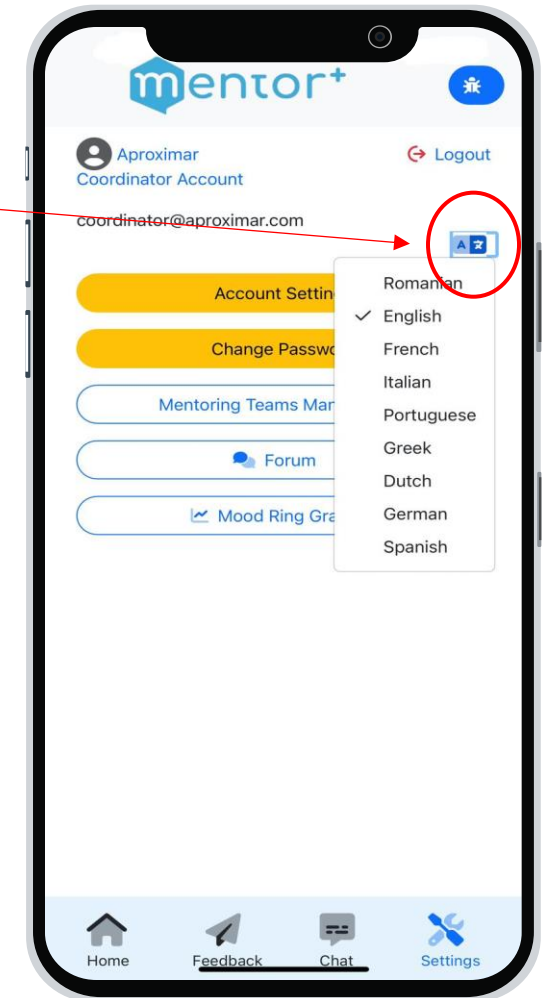
Coordinators can track the Mood Ring responses of mentors and mentees through the “Mood Ring Graph” feature.

The Mood Ring Graph provides coordinators with insights into the emotional and mental well-being of mentors and mentees. Coordinators can view aggregated data from mentors’ and mentees’ Mood Rings to identify trends and areas that need attention, helping coordinators to allocate resources effectively. Coordinators can view responses from all users simultaneously or focus on specific individuals. They can also choose which specific categories to display.



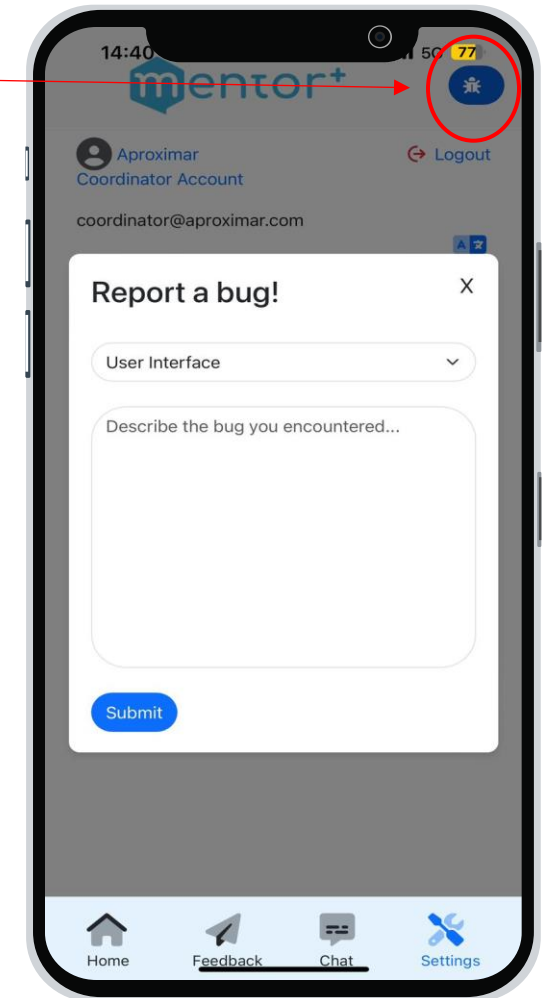
## Settings Languages

The App is available in nine different languages, allowing users to select the one they are most comfortable with. Additionally, users can easily switch between languages at any time through the settings menu, ensuring a seamless and personalized experience.



## Report a bug!

The “Report a Bug” feature allows users to quickly and easily report any issues or glitches they encounter while using the App. By providing detailed feedback through this feature, users help the development team identify and resolve problems, ensuring a smoother and more reliable App experience for everyone.



## **Contacts:**

contacto@aproximar.pt

Rita Lourenço / rita.alves@aproximar.pt

Phone number: +351 913 264 298

## **Aproximar, Cooperativa de Solidariedade Social, CRL**

Rua do Paraíso, loja n.º 2, 2610-136, Amadora, Portugal

[www.aproximar.pt](http://www.aproximar.pt)

[www.facebook.com/Aproximar](https://www.facebook.com/Aproximar)



**PARTNERSHIP:**



**Project Number: 2021-2-BE05-KA220-YOU-000050037**

*The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.*