



## RDM Mentoring Scheme



### *“Quick Start” Guide for Mentees*

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*How to get started with MentorNet*

*version 1.4*

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## 1. Introduction

Welcome to the Radcliffe Department of Medicine Mentoring Scheme online platform. This guide is intended to give you the basic information you need to get started using the MentorNet mentoring system.

There are four main phases which are described in this document:



## 2. Getting an Account and Logging In

### 2.1. Getting an Account

There are two possible ways by which you get a MentorNet account, described below:

**1. You are registering an existing mentoring relationship and your administrator has created the account for you**

If this is the case then you will have received an automated email with your login details.

**2. You 'self-register' on MentorNet**

If you self-register then you should go to the following url, select the RDM Mentoring Scheme under the Program section and follow the self-registration process:

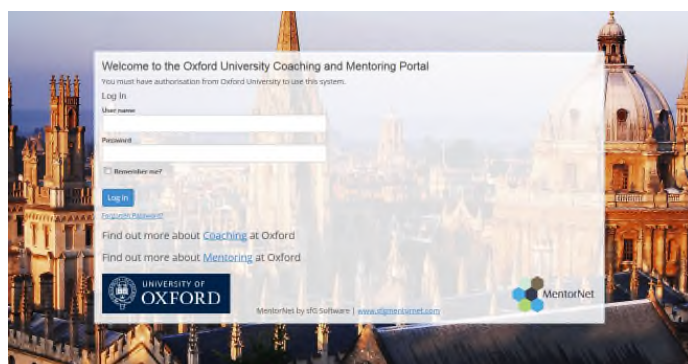
<https://oxforduni.sfgmentornet.com/User/Register?program=2&role=Coachee/Mentee>

Once you have submitted your self-registration, you will be sent a confirmation email with your account details and you then need to wait for an administrator to authorise your account. This normally takes 2-3 days and you will be sent another automated email once your account has been authorised. You can then login and access your account. Note you will not be able to access your account until the administrator has authorised your account and you have received the email to confirm.

### 2.2. Logging In

Once you have your login details (see above), you can log in to MentorNet as follows:

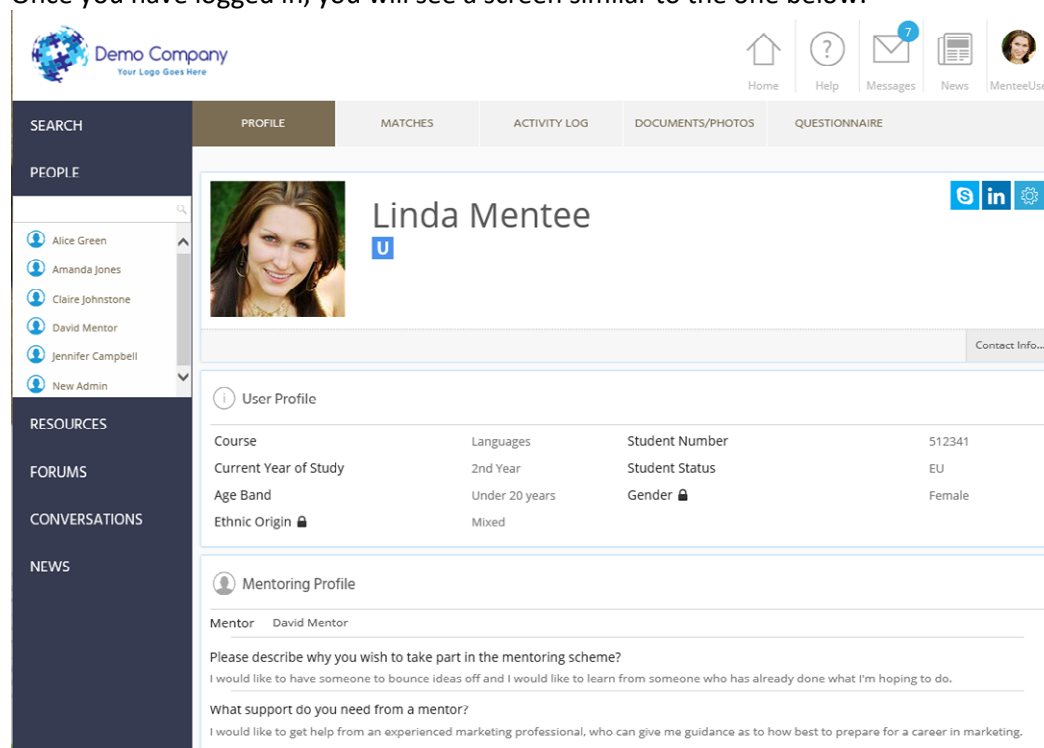
1. Open your web browser using any of the common browsers (e.g. Microsoft Internet Explorer, Google Chrome, Firefox).
2. Go to <https://oxforduni.sfgmentornet.com>. You will see the following login page:



3. Enter the username and password that you chose during the self-registration process, or which you were sent in the automated email.
4. The first time you log in, you will be asked to read and sign the Privacy Notice and Consent Agreement before you can access the system. These notices tell you what your rights are under data protection

legislation; they explain how your personal data will be used and who you can contact if you want to correct any mistakes or withdraw your consent. Nobody can access any of your personal data, and you cannot access MentorNet, until you have accepted the Privacy Notice and given your consent.

- Once you have logged in, you will see a screen similar to the one below:



Any fields which have the padlock symbol (🔒) against them are 'private' fields – this data can be seen only by you and by administrators. Your mentor and other users cannot see this information.

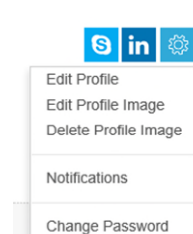
- Once you have logged in you should update your profile, as per the following section.

## 2.3. Smartphone Users

You can also access the MentorNet site through a smartphone. Just go to your standard smartphone browser and use the same url and user details as above (ie <https://oxforduni.sfgmentornet.com>). You may find it helpful to add a shortcut to MentorNet on your home page; if you're unsure how to do this then you'll find instructions for various types of smartphone under the User Guide Section of MentorNet at the bottom of the screen. Look for Chapter 11 of the document titled: "Setting up MentorNet on Smartphones".

## 3. Updating Your Profile

Once you have logged in you should update your profile. Most functions to edit your profile are available by clicking on the ⚙️ icon on the top-right of your user profile screen – clicking on this icon will bring up the following drop-down list of options.



### 3.1. Changing Your Password

In order to keep your personal data secure, you should change your password to a secure password that only you know. Do this by selecting the "Change Password" option above. Passwords are required to be a minimum of 8 characters in length containing at least 1 uppercase character and 1 number.

### 3.2. Adding a Profile Photo

You can add a profile photo to make your profile more personal and to help others to identify you. Click on the “Edit Profile Image” and choose an image file to use. You can preview the image and crop/zoom the image to fit. Click “Upload Image” when you are happy with the image.

### 3.3. Editing your User Profile

If the administrator has created your account for you then you will probably need to add more information to fill out your profile. Or you may just want to edit information you have already added.

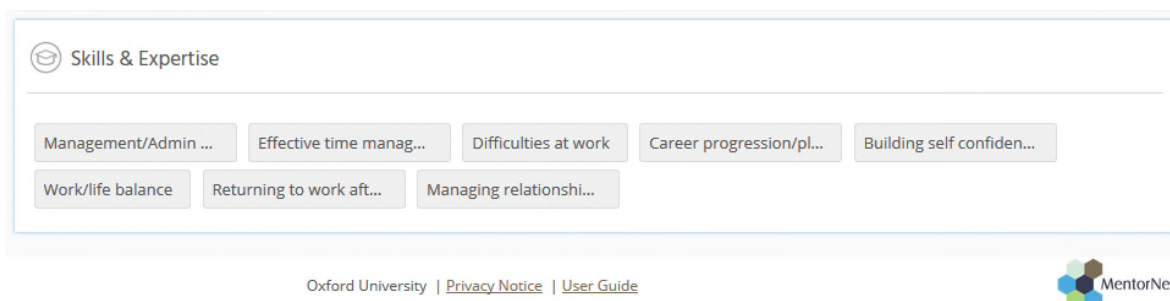
Choose the “Edit Profile” option from the drop-down list above. This gives you the following headings:



You can expand each heading and edit the detail within. Your mentoring profile will contain important information on your preferences including areas of interest, specific purpose and format of mentoring meetings (frequency, place, expected duration).

### 3.4. Skills/Expertise

The **Skills/Expertise** section is used to help describe which skills you’re either looking in your mentor or to gain during your mentoring relationship. The attributes you pick in this section are used to help find the most compatible matches for you.



Select the options from the available list which best describe what you are looking for in a mentor (we suggest 4-6)

Click on the  icon to see a list of possible skills and experiences you can choose from.

For each selected attribute, click on  to add to your profile. You can do this multiple times.

Don’t forget to  when you have finished selecting/editing.

## 4. Matching

There are two main ways in which the matching might be configured for your mentoring programme:

### 4.1. Registering an existing relationship

If you are registering an existing mentoring relationship, the administrator will directly assign your current mentor to your profile. Once the match is recorded, you will receive an automated email confirming the match. You will then be able to see your mentor's profile details the next time you log in to MentorNet. You can see the name of your mentor in your user profile – see below. Clicking on your mentor's name will take you to his/her user profile.

The screenshot shows the MentorNet interface for a user named Linda Mentee. The top navigation bar includes links for Home, Help, Messages (with a notification badge), News, and a user profile icon. The left sidebar contains a search bar and a list of people: Alice Green, Amanda Jones, Claire Johnstone, David Mentor, Jennifer Campbell, and New Admin. The main content area displays the user's profile, including a photo, name, and social media links. Below this is a 'User Profile' section with fields for Course, Languages, Student Number, Current Year of Study, Age Band, Ethnic Origin, Student Status, and Gender. The 'Mentoring Profile' section is highlighted with a red circle around the 'Mentor' field, which contains the name 'David Mentor'. Below this, there is a text area for the user to describe why they want to take part in the mentoring scheme.

### 4.2. Mentee-led Matching

Under the RDM Mentoring Scheme, you are able to search for and request a selection of mentors. Should you identify amongst our mentors anyone with whom you have an existing personal or professional relationship that could compromise the impartial nature of the mentoring process, you may wish to discard the profile in question.

Although it is possible to view the user profile of any mentor by clicking on a name under the “People” menu, it is more effective to use the search function to search for a mentor based on keywords and skills. This also allows you to only see mentors who are currently available. To use the search:

1. Click on the “Request a Mentor” button under the “Mentoring Profile” heading:

This screenshot is a zoomed-in view of the 'Mentoring Profile' section from the previous image. It shows the 'Mentor' field with the name 'David Mentor'. Below this field is a blue button labeled 'Request a Mentor', which is circled in red. The text 'Please describe why you wish to take part in the mentoring scheme?' and a sample response are also visible.

- At first, this will use the skills you have entered against your profile to find suitable mentors. It will list all the mentors who are offering the skills you added to your profile, and the list is ranked in order of the number of matching skills (indicated by green ticks in the screenshot below):

Search for a Mentor to match to Mentee John Forum

Search keywords   ☐ Search All Mentors

**David Mentor**  
I am the student coordinator for the forums, as well as a mine of information for any mentoring questions you may have.

HR ☒ PR ☒ Engineering ☒ Training  
Presentation Skills Communication Marketing  
Communication Skills General Marketing IT

**Alan Admin**  
I am the administrator of Mentoring Programme - please contact me with any questions.

HR ☒ PR ☒ Networking IT Computers  
Web Design Communication Communication Skills

- If this 'skills-based' match does not provide a good quality list (perhaps because you haven't entered your skills yet) then it is also possible to type keywords into the Search box. Using the keyword search will search the entire user profile of all available mentors (not just the skills) and will find all mentors who have these keywords anywhere within their user profile (e.g. job title or speciality).
- Once you have chosen your preferred mentors, click the "Request Match" button. A new screen will pop up, allowing you to enter additional information. We would ask you to score each selected mentor by order of preference/affinity (1 as the highest score).

Request Match

Request Match with David Mentor

Message

Score

- We recommend you type in some information about each of your requested matches, perhaps to explain why you have chosen these particular mentors. **The information you enter here will not be seen by your mentor.**

Your request will be reviewed by the RDM Mentoring Committee. Where possible the Committee gives mentees their first choice of mentor. However, some mentors can be very popular and thus this might not be possible in all cases. This process can take a few days.

Once your match request has been accepted, you will receive an automated email confirming your match has been accepted. If your match is rejected then you will also receive an email informing you of this.

## 5. Developing your Mentoring Relationship

Once you have been matched, you will want to use MentorNet to develop your relationship with your mentor. Most of MentorNet should be fairly intuitive to use, but you may find the following features useful as you build and develop your mentoring relationship:

### 5.1. Home Page



If you ever get 'lost' in the system, clicking the Home Page icon, at the top right of the screen, will take you back to your user profile page.

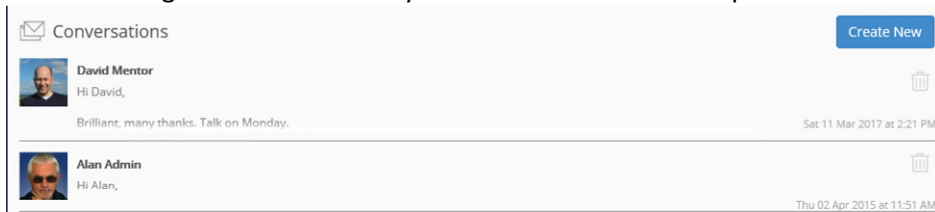
### 5.2. Messaging

Messaging in MentorNet works in much the same way as messaging in most social media apps. The key difference is that you are assured of confidentiality and security within the MentorNet system.

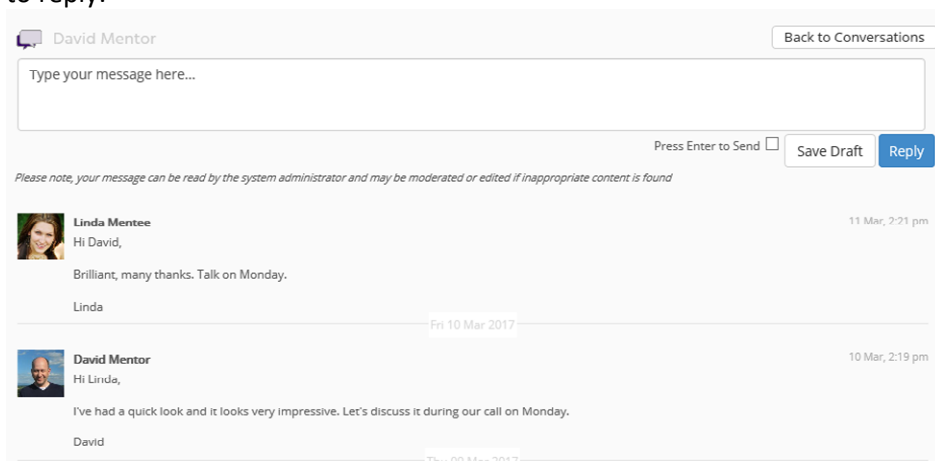
To access your messages:



1. Click on the icon at the top right of the screen. The number highlighted in a blue background indicates if you have unread messages.
2. You will see a list of all the *conversations* you are having with other users. A 'conversation' is a list of all the messages with that user – you have one conversation per user.



3. If you click on the conversation, you will see a list of all the messages with that user, and you are able to reply:



#### Notes:

- You are able to type a draft message, save the draft, and return to it at a later date without sending it
- Remember you can send/receive messages on your mobile device (see above for instructions on how to setup MentorNet on your phone)
- You will receive email notifications when you receive a new message. Email notifications can be configured so that you can change the frequency of the notifications.

### 5.3. Activity Logs

We suggest you to keep records of meetings/conversations you have with your mentor. You can do this in MentorNet by creating an 'Activity Log'. Sometimes you, the mentee, will complete the activity log and sometimes your mentor will do this – this depends on the dynamic of your relationship.

To view an existing Activity Log:

1. Go to your profile and click on the **Activity Log** tab:

| Type                     | Date       | Input By     | Actions |
|--------------------------|------------|--------------|---------|
| Meeting Summary - Simple | 13/07/2017 | Linda Mentee |         |

2. You will see a list of any activity logs that have already been created and you have the option to add a new activity.
3. You can view/edit an existing activity log by clicking on the pencil ( ) icon at the far right of the activity log entry.

To create a new Activity Log:

1. Your administrator will have set up multiple templates for different meeting purposes; select the appropriate template from the drop-down list and click "Add Activity".
2. An example of a simple Activity Log template is as follows:

**Create Activity Log**

Input By: Linda Mentee  
About: Linda Mentee  
Created Date: 08/11/2017 11:27:45

\* Date of Meeting:

Type of Meeting:

Summary of Meeting:

Save Cancel

### 5.4. Sharing Documents

You may want to share documents with your mentor, perhaps so that they can review the document and you can discuss it at your next meeting.

To upload and share documents:

1. Go to your profile and click on the **Documents/Photos** tab:

| Name                            | Upload Date         |  |
|---------------------------------|---------------------|--|
| CV - Linda Mentee.docx          | 22/05/2012 13:26:01 |  |
| Training Course Certificate.pdf | 22/05/2012 13:26:12 |  |

2. You will see a list of any documents (and photos) that you have already uploaded and you can add new documents by clicking "Upload File".

**Note:** Documents uploaded here can be viewed only by you, your mentor, and administrators.

## 5.5. Questionnaires

Once your mentoring relationship has concluded, we would kindly ask you and your mentor to complete an exit questionnaire available under the 'Evaluation' tab. The information collected will not only help us to improve the mentoring scheme and document the benefits to both mentors and mentees but also contribute to the RDM Athena Swan's Action Plan.

## 5.6. Resources

MentorNet has a 'Resources' section where you can find documents that your administrator has made available to you. These might be training materials, templates, best practice documents, policies, etc.

You can access these by clicking on the "Resources" heading on the left-hand side.

# 6. Common Problems

## 6.1. General

If you have any problems or questions about the mentoring programme or about use of the MentorNet system, you should contact your administrator on [mentoring@rdm.ox.ac.uk](mailto:mentoring@rdm.ox.ac.uk).

## 6.2. Unable to Log In

If you cannot login to your account, the most likely reason is that your username or password is incorrect, or your account has been locked. For example, if you enter your password incorrectly 5 times then your account will be locked and you will need to ask the Administrator to unlock your account.

If you cannot log in then check you are using the right username and double-check your password is correct (check caps lock is off and check any upper/lower case characters – sometimes a lower case "l" can look like the number "1" or the letter "I"). If you still cannot get logged in then contact your administrator.

## 6.3. Forgotten Password

If you forget your password, click on the "Forgotten Password?" link on the Login page. You will be asked to enter your username and to confirm the email address held within the system. A new password will then be sent to the email address registered within MentorNet. If this is the incorrect email address then you will need to ask an administrator to reset your password.

## 6.4. Not Receiving Automated Emails

If you are not receiving any of the automated emails, the most likely reason is that they are going into your spam/junk folder.

Check the following:

1. Check the email address on your user profile is correct
2. Check your spam/junk folders
3. Check your Notification settings