

## **Frequently Asked Questions for Program Admins**

### **I can't remember my username or password. How can I find them?**

Your username is the email address of the Program Administrator. If you don't know that email address, contact [connector@mentoring.org](mailto:connector@mentoring.org) to assign a new Program Administrator. Be sure to include the program's name and the new Program Administrator's name, email address, title and phone number. If you don't remember your password, click the "Forgot Password?" button in the Mentoring Connector Login box.

### **We would like to update our program information in the search results. How can we do this?**

Information in your public description is directly tied to your profile in the Mentoring Connector. To change that information, log in to your profile and click "edit" beside your mentoring program's name.

### **I received an email that a volunteer is interested in my program. How do I contact him or her?**

We ask that you make initial contact with all volunteers through the Mentoring Connector so we can track responses to volunteers. You can do this by clicking "Volunteers Awaiting Response" at the top of your screen, and then clicking "email volunteer" beside the volunteer's name.

### **How do I update the email templates to better fit my program?**

You can find detailed instructions on how edit the email templates [here](#). You can edit the template to customize it to your program and save that draft as your default. You can also edit your email responses to volunteers on an individual basis before sending them.

### **Where can I locate a full list of volunteers who have inquired into my program?**

You can see a full list of your volunteers by signing in to your account and clicking on your program's name. This will bring you to a page that says "Program Overview." Three tabs down, you will see a tab that says "Volunteers." Clicking this will bring you to a full list of volunteers who have inquired into your program.

### **Why isn't the Mentoring Connector searching for all my service areas?**

Due to limitations in the way that Google Maps pulls location data, the system is currently only able to search programs within a 25 mile radius of your headquarters zip code. We are working with the Mentoring Connector developer to find a solution.