



## Guide for YouthFriends e-Mentoring Mentors

Welcome to MentorMail, the innovative online system designed to help make your YouthFriends e-Mentoring experience easy, safe and worthwhile.

### GETTING STARTED

1. You will receive a MentorMail welcome message containing your username and password in your personal e-mail account.
2. Go to the messaging system\* at <https://mymentormail.org>. Type in your username and password and click 'log in'. Bookmark the address by adding it to your list of favorites!  
**\*MentorMail 2.0 is only supported by Internet Explorer 6.0 and above, Firefox 2.0 and above, or Google Chrome.**
3. Read and accept the terms and conditions.
4. Compose and send an introductory message to your mentee(s). **You are the FIRST to message your mentee(s) so start the conversation soon.**
5. Check your MentorMail account daily to stay in close contact with your mentee(s).

### FLAGGED MESSAGING

#### Getting flagged

If a message contains flagged content, the following message will appear in red at the top of the screen:

**Flagged content exists. To view flagged content click the 'View Flagged Content' button**

In the message editor box below you will have the option to:

1. Send anyway (flagged content will be reviewed by the project manager and either approved or denied)
2. Save as draft, delete, or view messages (*note: hitting the view messages tab will also delete your message and return you to the original messaging screen*)
3. View flagged content (tab is below the subject line)
  - a. Flagged content will appear in yellow highlights
  - b. Click on the remove/edit flagged content tab to go back to your original message and rephrase
  - c. Click resend

### CHANGE YOUR PASSWORD

Log into MentorMail and from the Main Menu page, click 'reset password'.

### SUPPORT

For MentorMail system problems or suggestions contact [mentormail@youthfriends.org](mailto:mentormail@youthfriends.org) or call 816.268.3343.

### KEY FACTS ABOUT MENTORMAIL

- Developed by YouthFriends for the exclusive use of YouthFriends e-Mentoring participants, the MentorMail system is simple to use and easily accessible from any Internet-connected computer.
- You will have our own MentorMail account to access using a username and password.
- All e-mentoring correspondence is conducted through MentorMail accounts. No mentoring e-mails through business or personal addresses are allowed.
- All messages are archived, as well as monitored and reviewed for content. The system automatically "flags" inappropriate messages, URLs, language, attachments or personal contact information.