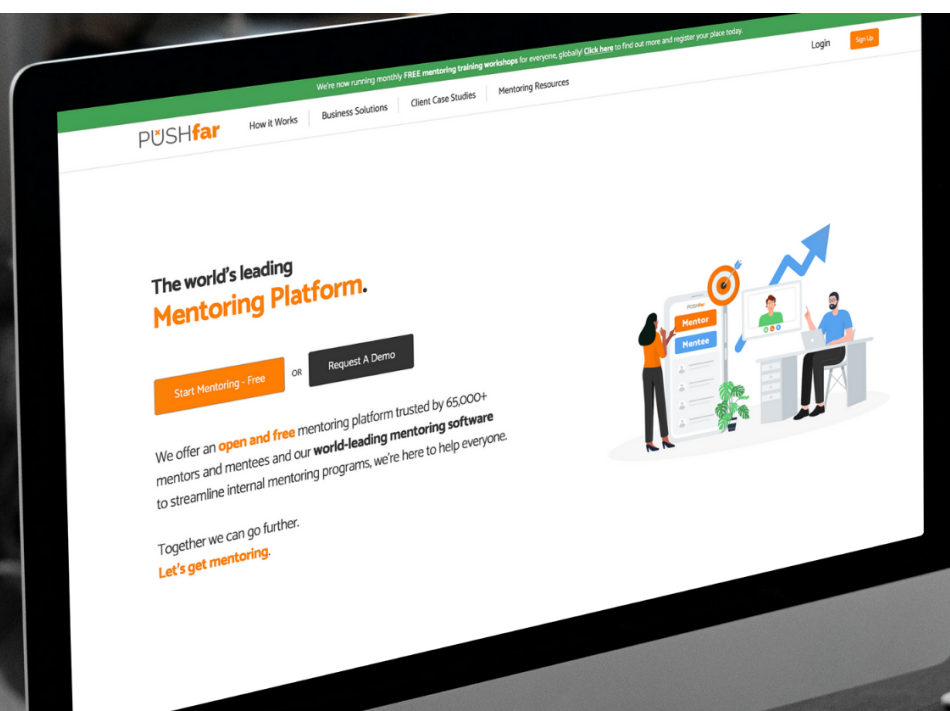


# PushFar User Guide.

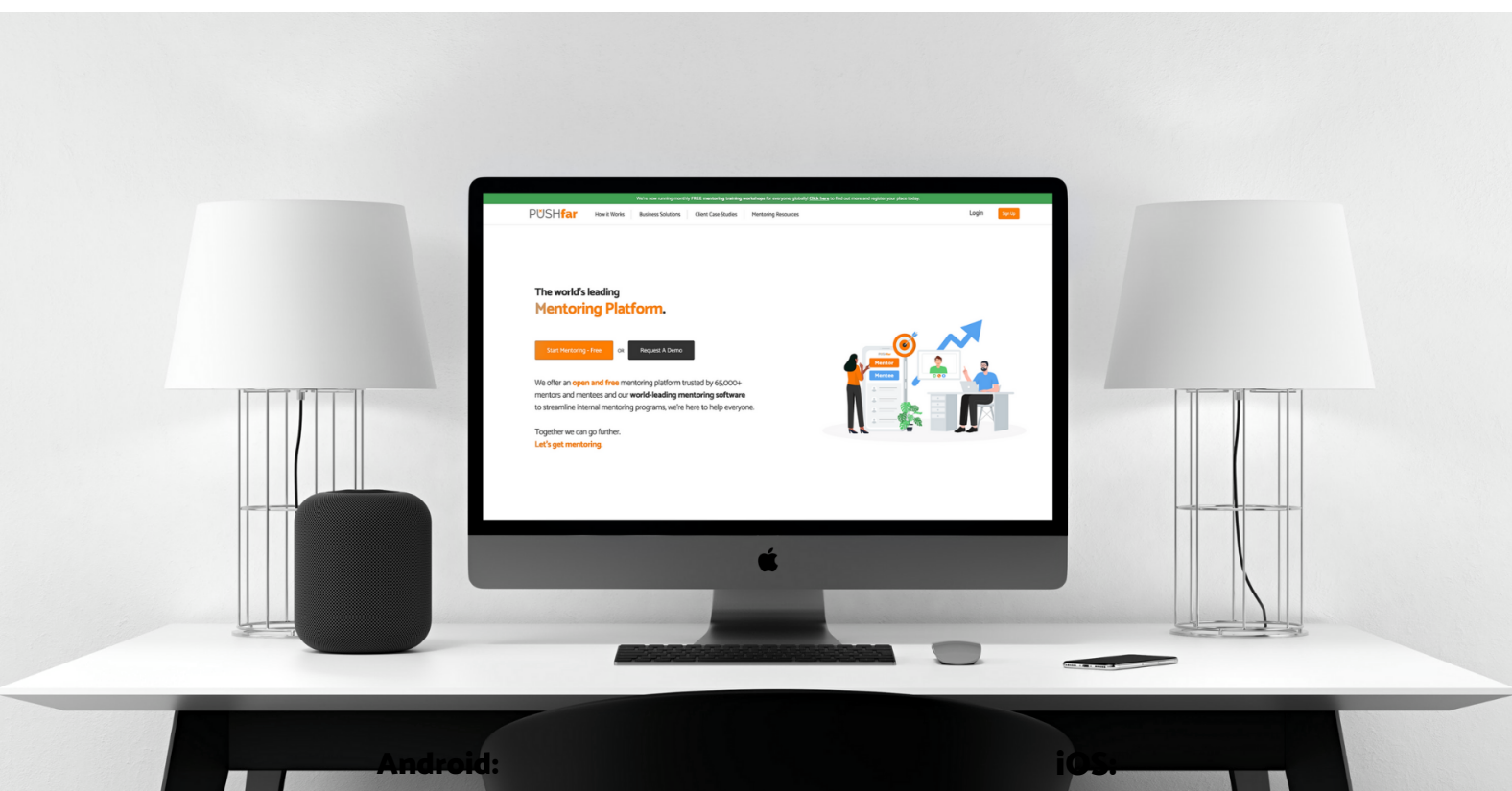
A step-by-step guide to using PushFar's mentoring software.



by PushFar

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## Introduction.

PushFar is a platform designed to help individuals with mentoring, and through this, career progression. Our 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 to PushFar, 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.

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

Android:



iOS:



[www.pushfar.com](http://www.pushfar.com)

# Registering your account (step 1 & 2).

If you are joining PushFar as part of an organisation or company's initiative, ensure you have spoken with, or have details from, the manager of your mentoring programme. They will be able to either add you to the platform or provide you with a registration link. The registration consists of just two steps.

Step 1 asks for some essential details to create a PushFar 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. You may have a few additional questions in step 1 too, depending on your organisation's settings.

## **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 through PushFar.

PushFar's 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.

**Inbox:**

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

**Your reports:**

The reports page provide 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:**

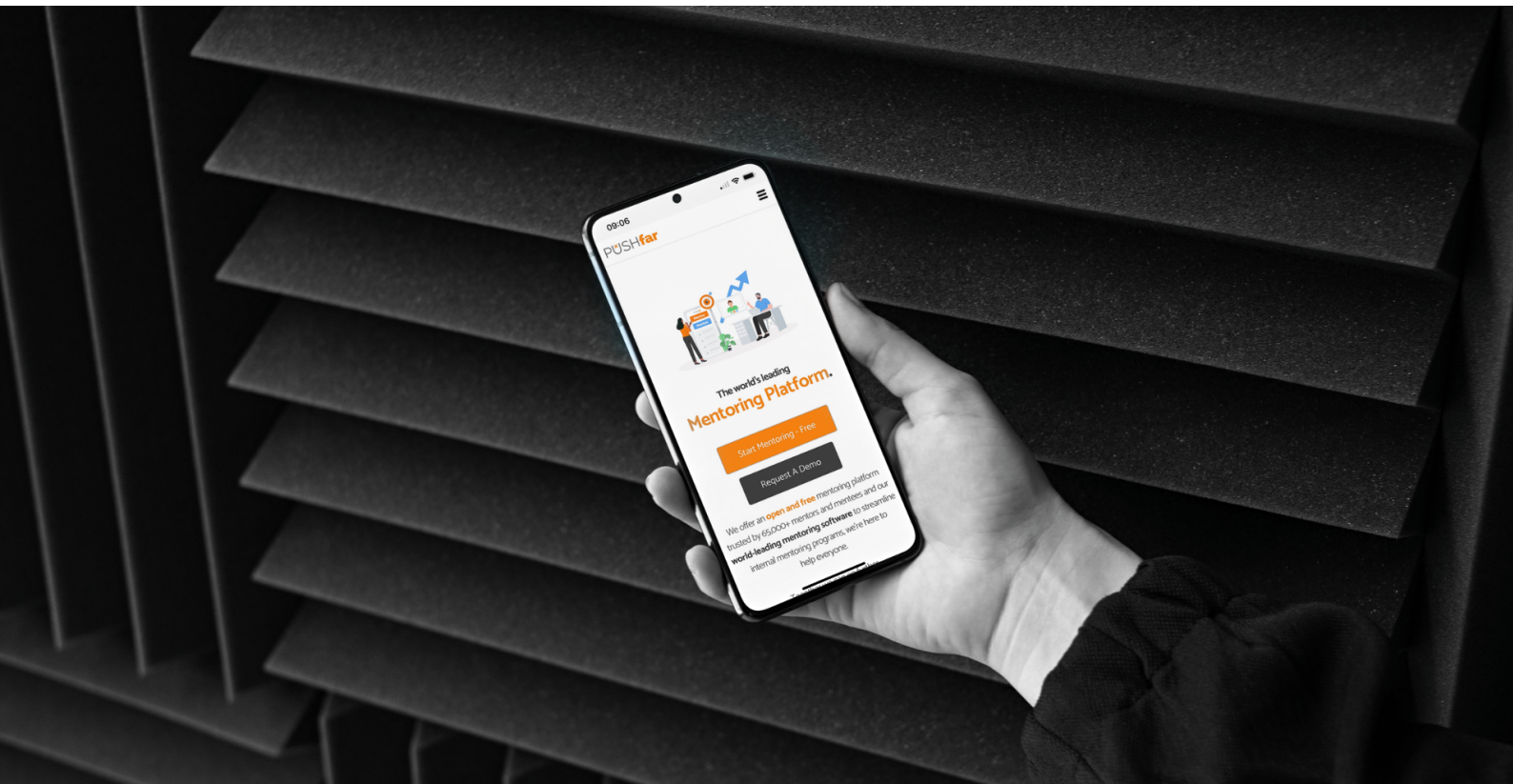
This page may not always be visible. It is defined by your organisation. If visible and enabled, you can access guidelines and mentoring resources here.

**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. PushFar is also available on both iOS and Android.

**Logout:**

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



# PushFar user guide.

Mentor matching at PushFar 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
- Organisations 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 either see a holding page until you are matched by an administrator, or PushFar will suggest a list of the most suitable mentoring matches for you, this depends on your organisation's administrator and what they have selected for the programme. 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 the PushFar mentoring platform interface. At the top left is the user's logo, "YOUR LOGO +". The navigation bar includes icons for home, profile, messages, search, analytics, ideas, notifications, and settings.

The main content area is divided into three sections:

- Daily Networking:** A sidebar on the left showing a "More >" button and profiles for Ed Johnson (Compliance and Risk Manager), James Taylor (Compliance and Risk Manager), and Sara Jones (Graduate Surveyor). Below this are "Explore Events" and "Network" buttons, and a "Mentoring Tip" box that reads: "Try to arrange meetings with your mentors and mentees **once a month** to keep track of your progress effectively."
- Proposed Mentors:** A central list of potential mentors with tabs for "Proposed Mentors" and "Proposed Mentees". Each entry includes a profile picture, name, title, location, skills, and a bio. For example, Will Scott is a Head of EMEA Public Relations in London, UK, with skills in Industry Insights, Career Progression, Networking, and Interview Training. Other mentors listed include Hannah Roberts (Marketing Manager), Mohamed Bassaid (Retired Account Manager), and Sara Waid (Head of Apprenticeships).
- Your Goals:** A section on the right with a "+ Add" button and a prompt: "Setup your first goal now, track your ambition and stay on top." It features a large orange plus icon.

Each mentor entry in the "Proposed Mentors" list has three action buttons: "View", "Request Mentor", and "Dismiss".

**\*continued on next page\***

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, if you're unsure, we'd recommend starting with 6-months - you can always end it early or extend it, should you wish to.

- **Frequency of meetings:**

This is where you can define how frequently you would like to schedule mentoring meetings. Monthly meetings are a great starting point.

The screenshot shows a web application interface for requesting a mentor. At the top left is 'YOUR LOGO' with a plus icon. A navigation bar contains icons for home, user 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' with a 'Cancel' link. Below this, there are two text input fields: 'Tell Will what you're looking for:' and 'Include an introductory message (optional):'. 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 note below the dropdowns states: '(Don't worry - You can change the mentoring length and meeting frequency after it has started, should you wish to.)'. A large orange button at the bottom reads 'Request Will As Your Mentor'. On the right, a 'Your Goals' section with a '+ Add' link contains a large orange plus icon and the text: 'Setup your first goal now, track your ambition and stay on top.'

# 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.**

The screenshot displays a mentoring dashboard with the following sections:

- Header:** "YOUR LOGO" with a plus icon and navigation icons for home, profile, messages, search, analytics, ideas, notifications, and settings.
- Daily Networking:** A section with a "More >" button, featuring profiles for Ed Johnson (Compliance and Risk Manager) and Saskia Jones (Graduate Surveyor).
- You're on track...:** A notification stating "Great work! It looks like you're on top of things with your mentee, Tara. You're due another meeting in 25 days, which you could schedule now. Alternatively, why not see which other goals you could start setting?" with "SCHEDULE MEETING" and "DISMISS" buttons.
- My Mentor / My Mentees:** A section for Sara Waid, identified as the user's mentor. It shows "Active Since: 5 Mar 2020", "Due End Date: 4 Mar 2021", "Meetings Held: 6 Meetings Held", and "Next Meeting Due: 5 Days". There are "VIEW DETAILS" and "SCHEDULE MEETING" buttons.
- Mentoring Requests:** A request from "Mo" who has requested the user as their mentor. Details include "Requested Meeting/Speaking: Monthly" and "Requested Length: 6 Months". The "Mo's Looking For" section describes a need for seasoned entrepreneurs and business leaders. There are "ACCEPT" and "DECLINE" buttons.
- Your Goals:** A list of goals including "Prepare D&I Agenda Outline", "Review Internal Job Opportunities", "Re-Write LinkedIn Profile", and "Attend a Networking Event", each with a due date and "Add Goal" button.
- Questions & Conversations:** A section with "Explore >" and two items: "Mentoring an Intern?" and "Reverse Mentoring Objectives".
- Mentoring Tip:** A tip stating "Try to arrange meetings with your mentors and mentees once a month to keep track of your progress effectively."

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 up front.

# 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.

The screenshot displays a user interface for managing mentoring relationships. At the top left is the user's logo, 'YOUR LOGO', with a plus icon. A navigation bar contains icons for home, profile, messages, search, analytics, ideas, notifications, and settings.

The main content area is divided into several sections:

- Daily Networking:** A sidebar on the left showing a list of contacts: Ed Johnson (Edit My Profile), James Taylor (Compliance and Risk Manager), and Saskia Jones (Graduate Surveyor).
- My Mentor / My Mentees:** A section below the networking list, currently showing 'Sara Waid' with a 'GO HOME' button.
- Your Mentoring Relationship With Sara:** The central focus, showing 'Sara Waid is your mentor'. Her details include: Head of Apprenticeships, Paris, France, and a 'View Profile' link. Summary statistics show: Last Meeting: 11 Oct 2020; Mentoring Since: 5 Mar 2020; Goals Set: 13 Goals Set; Total Meetings: 6 Meetings Held; Mentoring End Date: N/A (Active); Goals Completed: 7 Goals Completed.
- Feedback:** A prompt to 'Please provide feedback for Sara...' with a 'PROVIDE FEEDBACK' button.
- Your Goals:** A list of goals with 'Add Goal' button:
  - Prepare D&I Agenda Outline (Tomorrow, Mentor Goal, Edit)
  - Review Internal Job Opportunities (18 Nov 2020, Private Goal, Edit)
  - Re-Write LinkedIn Profile (28 Nov 2020, Mentor Goal, Edit)
  - Attend a Networking Event (30 Nov 2020, Private Goal, Edit)
- What are you working on with Sara this month?:** A text input field for meeting details with a 'SAVE' button.
- Your Next Meeting:** A section for the upcoming meeting:
  - Date: 29 Nov 2020 (Confirmed)
  - Date: 29 Nov at 3pm (GMT+0) | Type: Video Call | Duration: 30 Minutes
  - Meeting Notes/Agenda: After last month's meeting, keen to explore career progression activities within the department. Attending events and increasing copywriting of content for leadership positions.
  - Buttons: Edit Meeting, Cancel Meeting
  - Bottom: Schedule A Meeting (+)

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 'Schedule A Meeting' dialog box. The dialog is titled 'Schedule A Meeting' and contains the following fields and options:

- Date and Time:** A dropdown menu with 'Select Date/Time'.
- Select Meeting Timezone:** A dropdown menu with 'Europe/London'.
- Suggested times where you're both free:** A list of five time slots: '18 Mar - 14:00-15:00', '19 Mar - 15:00-16:00', '23 Mar - 09:00-10:00', '24 Mar - 11:00-12:00', and '1 Apr - 08:00-09:00'. A 'Search For Alternatives' button is also present.
- Meeting Type:** A dropdown menu with 'PushFar Video Call'.
- Meeting Duration:** A dropdown menu with '15 Minutes'.
- Meeting URL:** A text input field containing 'https://meet.pushfar.com/X9sXL013'.
- Meeting Notes/Agenda:** A text input field containing 'Meeting agenda and notes - what would you like to discuss?'.
- Send Request:** An orange button at the bottom right of the dialog.

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.

The screenshot shows a user profile page for Tim Rogers. At the top left is the user's logo 'YOUR LOGO' with a plus sign. To the right are navigation icons: home, user, message, search, analytics, ideas, notifications, and settings. Below the logo is the breadcrumb 'Home > Tim's Profile'. The profile header includes a profile picture of Tim Rogers, his name, current role 'Senior Marketing Executive', end goal 'Chief Marketing Officer', a 'Mentor & Mentee' status, and location 'London, UK'. An orange 'SEND MESSAGE' button is on the right. The 'About Tim' section describes his 30+ years of marketing experience. The 'What Tim can help with' section includes a quote and a 'Request as a Mentor' button. The 'What Tim's looking for' section includes a quote and a 'Request as a Mentee' button. The 'Tim's Experience' section shows a role at PushFar from Nov 2017 to Present.

**\*continued on next page\***

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



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

[Edit Profile](#)

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.

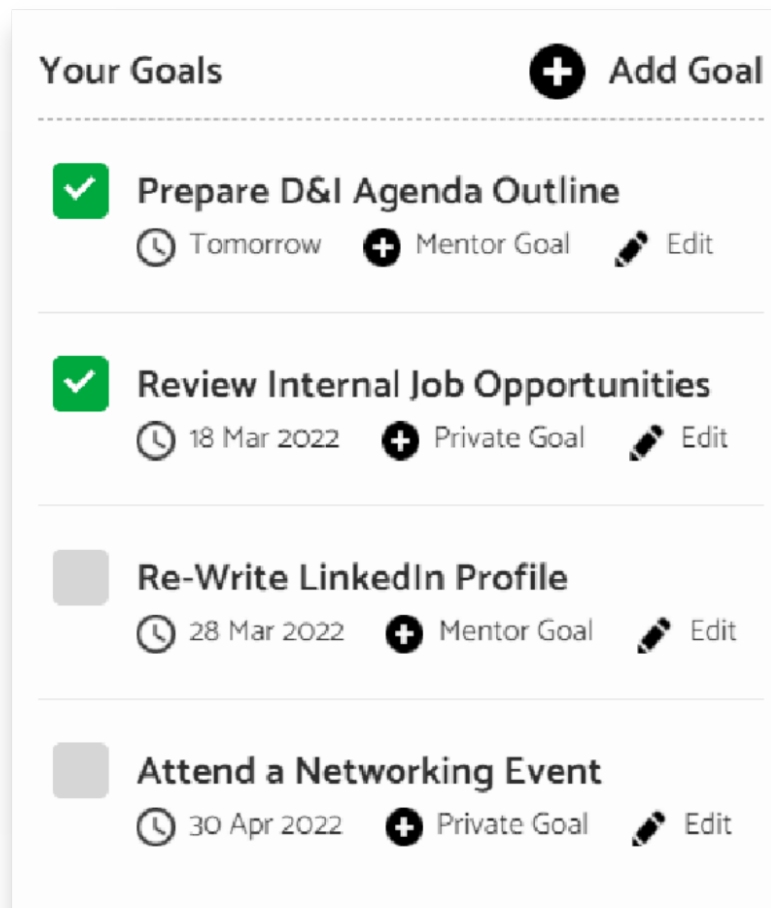
You can update these anytime on the homepage, by clicking 'Mentoring Preferences' on the left-hand side. This will enable you to adjust whether you would like to be a mentor/mentee, and your matching categories.

**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 interface for setting mentoring preferences. At the top left, there is a placeholder for 'YOUR LOGO' with a plus icon. The user's name 'Ed Johnson', title 'Associate Director', and a profile picture are displayed. The main section is titled 'Select Your Mentoring Type' and includes a sub-header 'Not sure what to select?' and a note: 'If you feel you have experience that others could value and benefit from, then you should consider becoming a mentor. Some of the most successful people are mentors and you'll learn a lot from mentoring other people too.' There are three buttons: 'Mentor & Mentee' (highlighted in orange), 'Only Mentor', and 'Only Mentee'. Below this is a section 'Mentoring Others' with a text area for 'Describe your experience and what you'd like to help mentees with:' containing the text: '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.' Below the text area is a character count: 'Total length: 292 (140 minimum)'. There are two dropdown menus: 'How would you prefer to mentor?:' set to 'Both virtually and in person' and 'How many people can you mentor?:' set to 'Up to Ten People'. At the bottom, there is a section 'Where can you offer help and support?:' with a 'Select all' link and six checked checkboxes: 'Job Hunting', 'Interview Training', 'Industry Insight', 'Time Management', 'Productivity', and 'Career Progression'. On the right side, there is a 'Your Goals' section with four goals: 'Prepare D&I Agenda Outline' (Tomorrow, Mentor Goal), 'Review Internal Job Opportunities' (18 Mar 2022, Private Goal), 'Re-Write LinkedIn Profile' (28 Mar 2022, Mentor Goal), and 'Attend a Networking Event' (30 Apr 2022, Private Goal). Below this is a 'Mentoring Tip' section with a lightbulb icon and the text: 'Try to arrange meetings with your mentors and mentees **once a month** to keep track of your progress effectively.' A large orange plus icon is visible at the bottom right of the page.

# 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.**

**\*continued on next page\***



The screenshot shows a mentoring dashboard with a central modal for adding a goal. The modal is titled "Add A Goal" and contains the following fields:

- Goal Title:** A text input field with the placeholder "Eg. Practice Presentation Skills".
- Deadline:** A date and time input field showing "27/04/2021 18:30".
- Recurring?:** A dropdown menu currently set to "No - Don't Repeat".
- Visibility:** Radio buttons for "Just Me" (selected) and "My Mentor & Me".

An orange "Add Goal" button is located at the bottom right of the modal. The background dashboard shows a profile for Ed Johnson, a reminder to schedule a meeting, and a list of goals including "Prepare D&I Agenda Outline" which is marked as completed with a green checkmark.

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'.

This close-up shows a goal titled "Prepare D&I Agenda Outline" in the "Your Goals" section. To the left of the title is a green checkmark in a square box, indicating the goal is completed. Below the title, there are three icons: a clock for "Tomorrow", a plus sign for "Mentor Goal", and a pencil for "Edit".

# 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 the 'My Settings' page 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 dream job?:  Everyone  People I follow
  - Who can see my 'about me' bio?:  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

If you are part of an Official Organisation that is using Pushfar to run internal programmes, here is where you can request to join this organisation, by inputting the ID into the box on the left under Official Organisation. Your company administrator can supply you with the Organisation ID.

**\*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

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**Current Password**

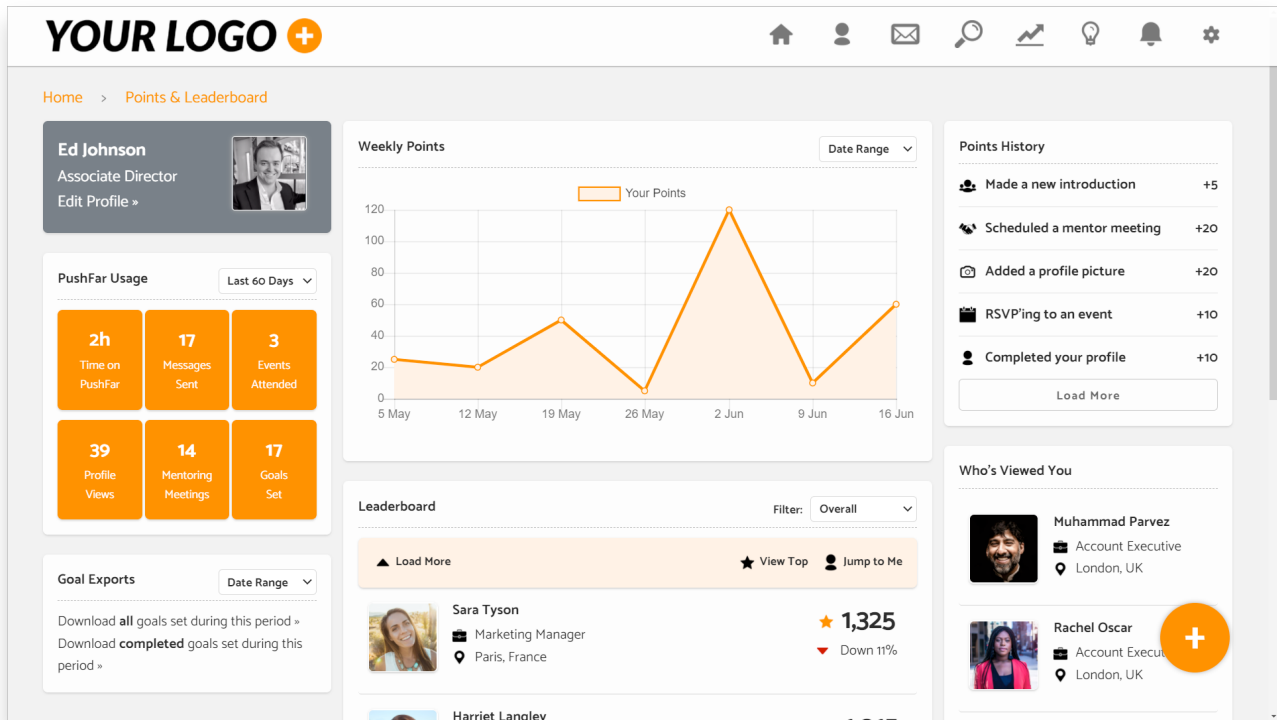
**New Password**                      **Repeat New Password**

**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 within your organisation (and the Open Network, if you are also part of this). You can earn points but engage in different activities and actions within Pushfar.



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

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

**Please note - this feature may have been disabled by your administrator, get in touch with them for further details.**

# Treads, 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. At the top left is the PUSHfar logo. The top right contains navigation icons for home, user profile, messages, search, trends, notifications, and settings. On the left side, there is a user profile for Ed Johnson with a PushFar Score of 1,328, indicating they are in the top 5% of their organization. Below the profile is a 'Start A Thread' form with fields for 'Title: Title or Question', 'Tags: Tags (Up to 3)', and 'Question/Conversation: Include more details...'. A 'Start Conversation' button is at the bottom of the form. The main content area features a search bar with the placeholder 'Enter a Keyword or Tag...' and a 'Search' button. Below the search bar is a 'Trending Threads' section with four threads, each showing a user profile, a question, a 'Reply' button, and the number of replies. The threads are: 1. 'iOS Developer' by Ed (12 Replies), 2. 'EIS/SEIS Investment' by Jessica (4 Replies), 3. 'Mentoring a Student' by Peter (23 Replies), and 4. 'How can I help graduate?' by Simon (11 Replies). On the right side, there is an 'Earn More Points' section with a lightbulb icon and a 'My Threads' section showing a thread by Ed titled 'HTMLs - Difference between HTML and HTMLS?' with 11 Replies and a 'Load More' button.

# FAQ's.

## **How can I register?**

When first registering for PushFar, 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 organisation's registration URL

## **How can I log in?**

You would log in via the main website, [www.pushfar.com](http://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 need some guidance and support, where can I find this?**

Under resources on the homepage, you will find a 24 video series with helpful instructions, alongside any resources your organisation has added. We also hold monthly webinars you are welcome to join! If you cannot view the resources videos, they may have been disabled by your administrator.

## **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 from Pushfar**

If the emails have been enabled within the administrator panel, they may have been blocked by your organisation'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](mailto:info@pushfar.com).

## **How can I join an organisation?**

The admin user for the organisation can get you the 'Organisation ID'. This ID can be shared with participants who have joined PushFar's open network but would like to migrate their accounts to your specific programme or instance of PushFar. You can paste this into your settings to request to join the programme.

## **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](mailto:support@pushfar.com)**

Or contact your customer success manager directly, we have a response time of 1-2 hours.

CONTACT US

