Creating your account

- You will receive an invitation via email, asking you to create an account on the mentoring platform.
- Click the link in the email to create your account - remember the password you input, as this is the one you will use to sign in!
- You can use either your email address or phone number to create your mentee account.
- Once you’ve created your account and logged in, you will see the page below. This will show you a bit about the site and then you can click “got it! Take me to my channels”

Logging in

- Once you’ve created your account, any time you want to access the mentoring platform you need to use this link: https://mentoring.northumbria.ac.uk/
- You will be taken to this page, where you click ‘Sign in’ and enter your account details. Remember, you need to enter the email address or phone number you used to create your account.

Personalise your profile

- From your homepage, select “My Account” on the menu on the left hand side, then “edit account info” on the right
- Here, you can edit your information and upload a profile picture. Remember to keep this picture appropriate and professional, and feel free to add an icon or image if you'd prefer not to add a photo.

![Profile Picture](image)

**Sending messages**

- From your homepage, select “Mentoring” on the menu on the left hand side
- In this section you will see 2 channels:
  - One for your mentor. You will see their name and profile photo. Write messages and read their responses
  - One for your project coordinator at Northumbria University. This channel is called “Support & Guidance”. Use this channel to seek support if you’re not sure what to ask your mentor, if you are having any technical issues or if you are concerned about any element of the mentoring programme.
- Type in the message box and then click “send”. There is also an option to add attachments, if you need to.
- Your project coordinator may use the “Support & Guidance” channel to send you useful resources and project updates. Please keep an eye on this and read any new messages that come through!
- The mentoring platform is easy to use on your phone, laptop, computer or tablet!
Bright Knowledge

- From your homepage, select “Brightside Knowledge” on the menu on the left hand side of your page
- This is your resources section! It contains hundreds of articles about education and career pathways, applying to university, student life and finance, interesting jobs, living independently and more!
- You can search for something specific, or browse using the categories
- Use the resources for:
  - Doing your own research and learning
  - Supporting your mentoring conversation and finding new discussion points

Featured Articles

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Categories

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- Media: 76 items
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- Medicine and Healthcare: 96 items