

MentorHub - Organization Administrator Walkthrough

Login:

Welcome to the MentorHub dashboard. Your organization administrator and each program manager will have access to this interface, with slight differences. Here we will walk through the program manager experience.

Access the backend here: <https://admin.mentorhubapp.org>. Once you've gone to the website, you should be greeted with a login page like the one below where you can enter your email address and password. When you're created as a PM, you should be sent an email to set your password. If you don't automatically receive this email, please enter your email into the login page and hit forgot password to reset it for the first time.



Login

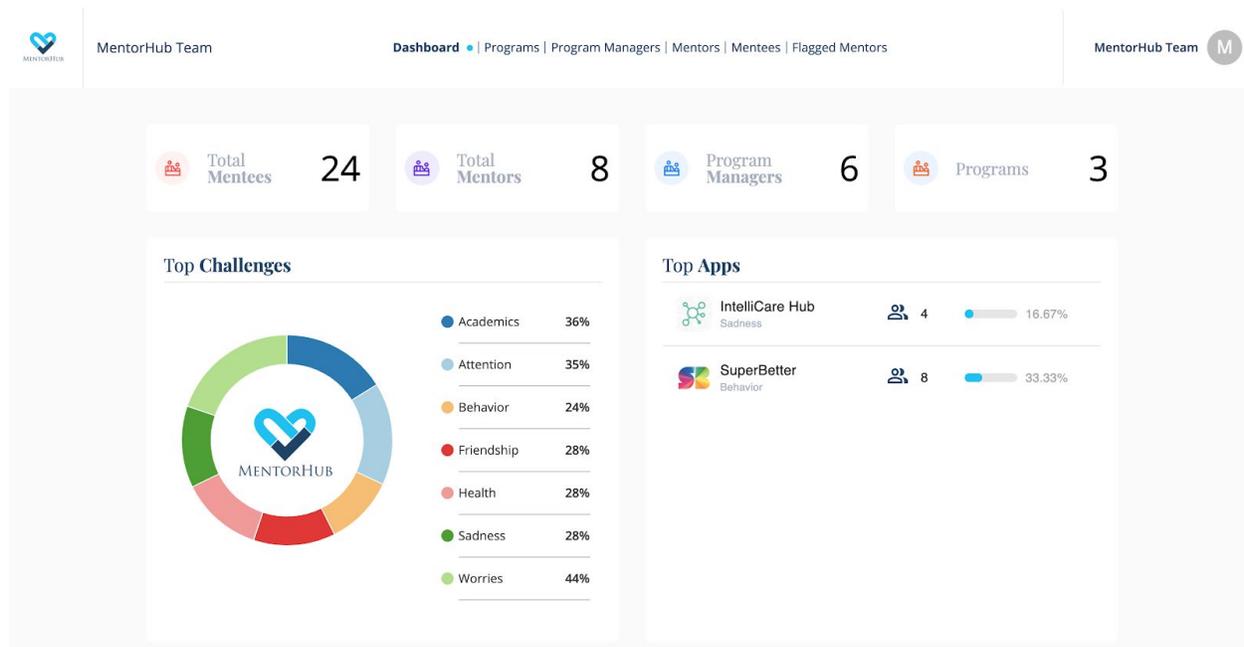
Email

Password

Login

[Forgot Password?](#)

After logging in, you will be greeted with the Dashboard (example pictured below):



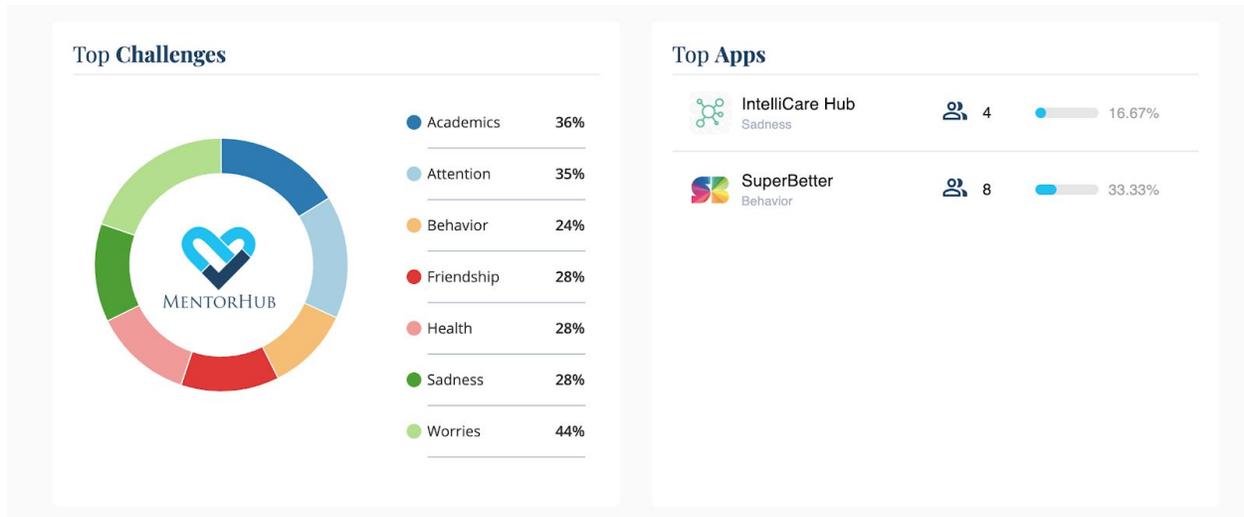
The Dashboard page offers an overview of several metrics to be taken in at a glance.

Along the top of the page you will find the home button, your organization's name, and navigation tabs to other areas of the application.



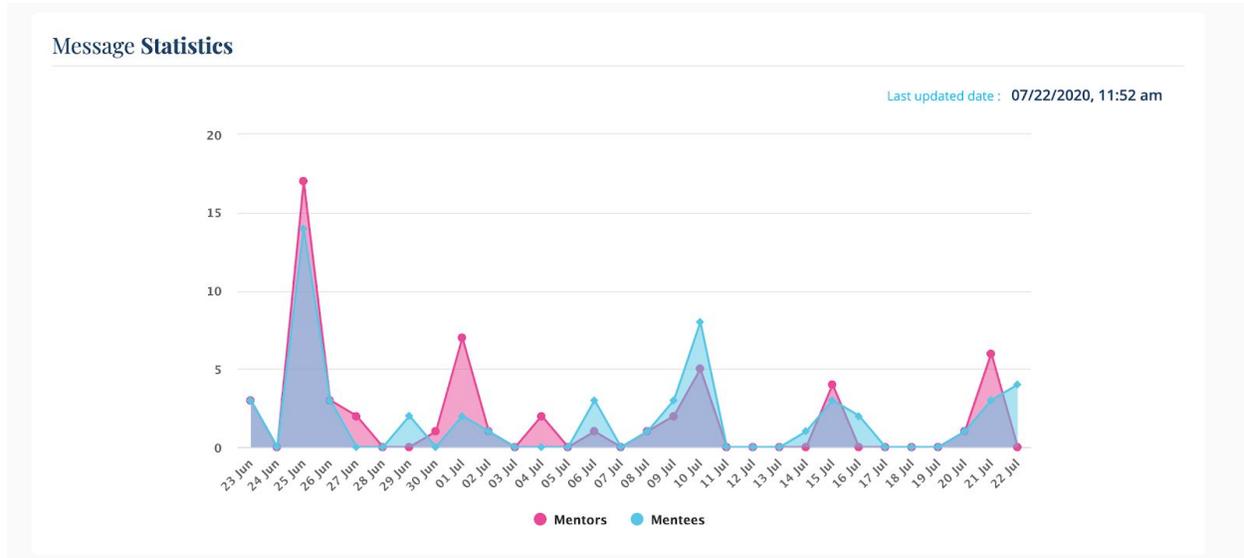
Underneath the Mentee and Mentor shortcuts, you will find the **“Top Challenges”** section. This provides you with a real-time overview of the challenges that have been most prominent for the mentees in your program. Each of these categories (e.g., Academics, Attention, Behavior, etc.) are rated by mentees themselves using a slider to indicate higher or lower levels of stress related to each topic. You can also

click on each of the areas to includes as many or as few areas in the chart as you like.



Directly next to the **Top Challenges** section, you will find the **Top Apps** that are currently affiliated with the MentorHub application, as well as the number of mentees in your program who are using each. Underneath each app name, you will also see a brief description of that app’s main focus, like whether the app focuses on addressing sadness, attention difficulties, or educational outcomes.

Moving down the page, you will see your program’s **Message Statistics**. This section provides information on how many messages have been sent by your program’s mentors and how many have been sent by your program’s mentees in aggregate. This lets you know how balanced your mentor and mentee communications are over time, and whether you may need to look more closely at any noticeable spikes or gaps between the two.



Below the Message **Statistics** section, you'll find the lists of individual **Mentees** and **Mentors** that are in your program. You can click on the individual Mentees or Mentors for their specific information, or click "View All" to see all of the Mentees or Mentors associated with your program who are using the MentorHub application.

Mentees View All

Name	Top Challenge	App Usage
 Leigh-Ann Treece +1 864-314-3935		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%
 Kathryn Fisher +1 615-934-9149	Worries	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%
 Bryan Currie +1 501-952-9589		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%
 Adorina +1 847-644-6653		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%
 Dudney Sylla +1 617-455-5039	Health	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%

Mentors View All

Name	Mentees	Engagement
 Cherrelle Jones-Mentor +1 312-933-4853	1	33.33%
 Connie Yowell-Mentor +1 312-203-0658	1	0%
 Kirsten Christensen +1 848-565-5048	1	0%
 Rebecca Ackerman +1 615-378-7273	4	0%
 Colleen Conley +1 412-867-6646	4	47.37%

Below the Message **Mentees** and **Mentors** section, you'll find the lists of individual **Program Managers** and **Programs** that are in your program. You can click on the individual Mentees or Mentors for their specific information, or click "View All" to see all of the Mentees or Mentors associated with your program who are using the MentorHub application.

The screenshot shows two side-by-side panels. The left panel is titled "Program Managers" and has a "View All" link. It contains a table with the following data:

Name	Programs	Mentors	Mentees
B Becca Feldman 123-333-9999	1	0	0
N Nichole Firmani 123-333-3434	1	0	0
T Terry McCarron 617-596-1682	1	0	0
R Rebecca Ackerman 615-521-8000	1	0	0
J Jeremy Astesano 123-123-1233	1	8	24

The right panel is titled "Programs" and has a "View All" link. It contains a table with the following data:

Name	Program Managers	Mentors	Mentees
TEST BBBS EMA TEST	B N T	0	0
TEST BBBS Of Middle Tennessee TEST	R Rebecca	0	0
MentorHub Team - Program One	J Jeremy	8	24

Programs Page

Clicking on the three dots within the row under "Action" will allow you to Edit or View a program.

The screenshot shows the MentorHub interface with the "Programs" page selected. The breadcrumb trail is "Dashboard | Programs | Program Managers | Mentors | Mentees | Flagged Mentors". The page features a search bar and a table with the following data:

Name	Program Managers	Mentors	Mentees	Questions	Action
TEST BBBS EMA TEST	T N B	0	0	0	<div style="border: 1px solid #ccc; padding: 2px;"> Edit View </div>
TEST BBBS Of Middle Tennessee TEST	R Rebecca	0	0	0	...
MentorHub Team - Program One	J Jeremy	9	25	17	...

At the bottom right of the table, there is a pagination indicator: "1-3 Of 3" with left and right arrow buttons.

Admins can edit a program to update Program Name, Organization, Program Manager, App, and Description. Organizations and Programs can only be added at the system admin level.

 **Edit Program** ✕

Program Name
MentorHub Team - Program One

Organization
MentorHub Team

Program Manager
Jeremy Astesano

App
IntelliCare Hub SuperBetter

Description
This is the Program for all MentorHub team members to use the app.

66/400

CANCEL

UPDATE

Program Manager Page

Clicking on **“Program Manager”** at the top of the dashboard takes you to the full list of Program Managers using the MentorHub application in your organization. Here you can review your list of Program Managers, their contact information, and other helpful information around the ways and levels your mentors are engaging with their mentees.

The screenshot shows the MentorHub interface. At the top left is the MentorHub logo. The navigation bar includes 'MentorHub Team', 'Dashboard | Programs | Program Managers', 'Mentors | Mentees | Flagged Mentors', and 'MentorHub Team' with a user profile icon. A search bar at the top left of the table area contains the text 'Search by Program Manager'. To the right of the search bar is a blue 'ADD' button, which is circled in red. Below the search bar is a table with the following data:

Program Manager	Program	Mentors	Mentees	Questions	Action
B Becca Feldman	TEST BBBS EMA TEST	0	0	0	...
N Nichole Firmani	TEST BBBS EMA TEST	0	0	0	...
T Terry McCarron	TEST BBBS EMA TEST	0	0	0	...
R Rebecca Ackerman	TEST BBBS OF Middle Tennessee TEST	0	0	0	...
J Jeremy Astesano	MentorHub Team - Program One	8	24	17	...

At the bottom right of the table, there is a pagination control showing '1-5 Of 5' and navigation arrows.

There is a search function that enables you to identify specific Program Managers in your program. There is also an “ADD” function that can be used to enter new mentors and their information into the MentorHub application.

Clicking on “ADD” brings up a form you can use to include new Program Managers into the system. Here you can upload their image, enter their name, add their phone number, and indicate their program.

Program Managers • | Mentors | Mentee

Add Program Manager ✕



Add Image

CANCEL ADD

Reference Program Manager training for information related to Mentors and Mentees.