



Participant Guide to the Program Hub

Welcome to the Looking Glass Program Hub! This is the online platform where Looking Glass hosts our peer support programs. The software is powered by MentorCity, a safe, secure and easy to use mentoring platform. This guide will show you how to log in, set up your profile and navigate around the platform.

Profile Page

When you first log in, you'll be invited to fill out your profile which tells us a little bit about you and will help us when it comes to matching you in our programs.

Looking Glass

Dashboard
Matches
Forums
Courses
Events
Resources
Chats
Access Connections
Get The App

1 Basic Information

FIRST NAME
Alicia

LAST NAME
Burke

*DISPLAY NAME
Alicia

*DATE OF BIRTH (MM/DD/YYYY)
08/13/1992

*STREET ADDRESS
123 West 10th Ave

*POSTAL CODE
v1a 1a1

COUNTRY
Canada

PROVINCE
British Columbia

CITY
Vancouver

* TIME ZONE
(GMT-08:00) Pacific Time (US & Canada)

Your Mentoring Hours
01:30

Your Profile Completeness
100

You will be asked for some personal information but please know that this will only be visible to the Looking Glass staff team - and your Hand in Hand peer mentor if you're joining our Hand in Hand program. Your chosen Display Name is the only information that you'll be visible by to other members on the Program Hub. You can find out more about how your personal information is used by reviewing our *Program Terms of Use* which you'll find in the Resources section.

For some profile fields, you have the option to choose Not Otherwise Listed and then enter your own response if you like. Just type into the box and click on the text in blue below to save it as an option in that field.

Dashboard
Matches
Forums
Events
Resources
Chats

DO YOU IDENTIFY AS A MEMBER OF THE LGBTQ2+ COMMUNITY?

This information will be used to help us better understand the communities we serve and may be a factor in helping us to match you in our programs. Your personal information is confidential; to learn more about how it will be used, please refer to our Program Terms of Use which you'll find in the Resources section.

x PREFER NOT TO DISCLOSE

PLEASE IDENTIFY YOUR RACE/ETHNICITY FROM THE OPTIONS BELOW

Check all that apply (options are from Statistics Canada). This information will be used to help us better understand the communities we serve and may be a factor in helping us to match you in our programs. Your personal information is confidential; to learn more about how it will be used, please refer to our Program Terms of Use which you'll find in the Resources section.

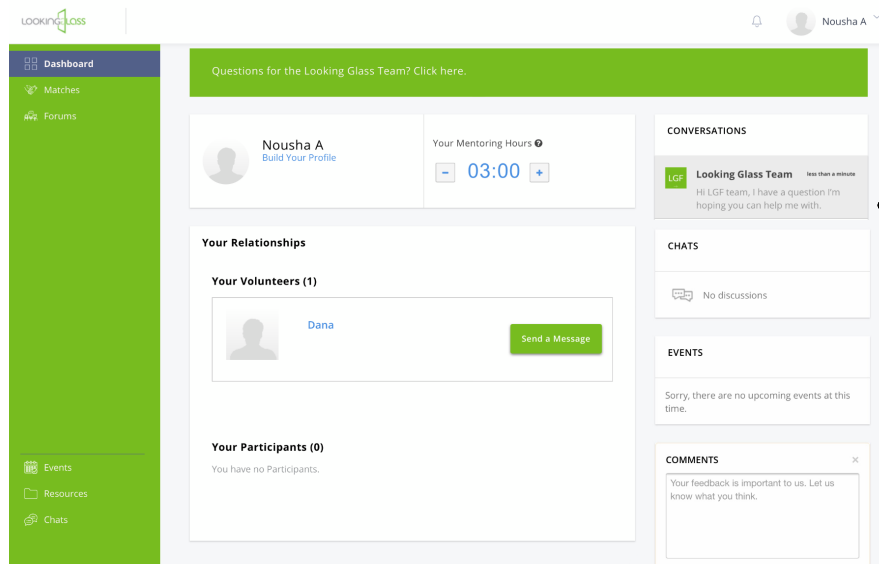
x NOT OTHERWISE LISTED example

example

Enter Text

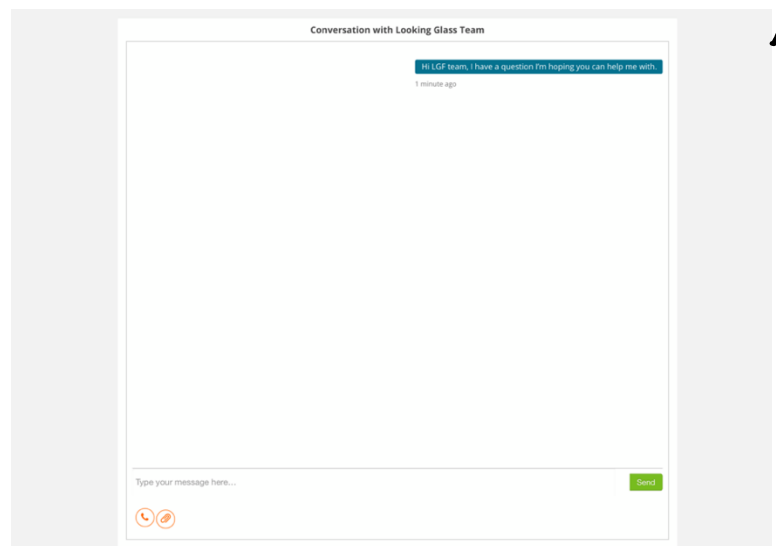
Please complete all the mandatory fields (*). Until you do so, we won't be able to match you in the relevant program.

Once you finish filling in your profile, you'll be taken to the Homepage dashboard. Across the top you'll see a rotating banner which has announcements from Looking Glass, so please be sure to check these whenever you log in. For important updates, we'll also send you an email.

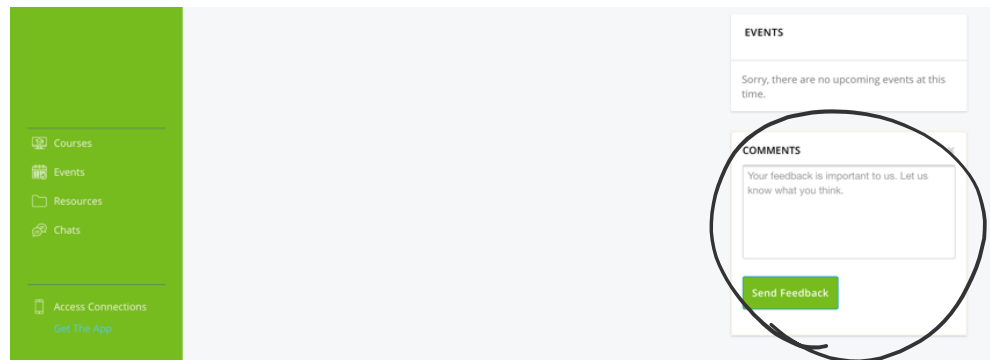


To contact the Looking Glass Team with any questions or feedback for us, click on the banner that reads "Questions for the Looking Glass Team?" and enter your message. One of the team will get back to you as soon as we can. The team will be easily recognizable on the Program Hub by our green LGF icon. For security reasons, volunteers and participants won't have a profile photo.

Conversations appear along the right-hand side of the Homepage and will always be between you and the Looking Glass team. You won't be able to start Conversations with other members in this way.

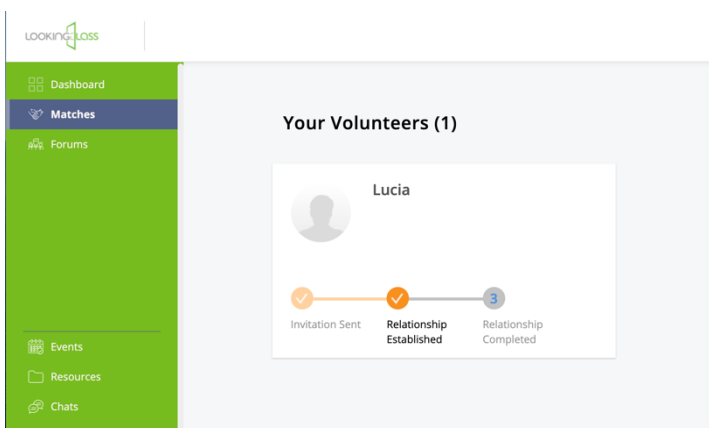


Further down on the right-hand side is a box where you are welcome to provide feedback about the platform or let us know if you are having any tech issues, which we'll try to sort out as soon as possible.

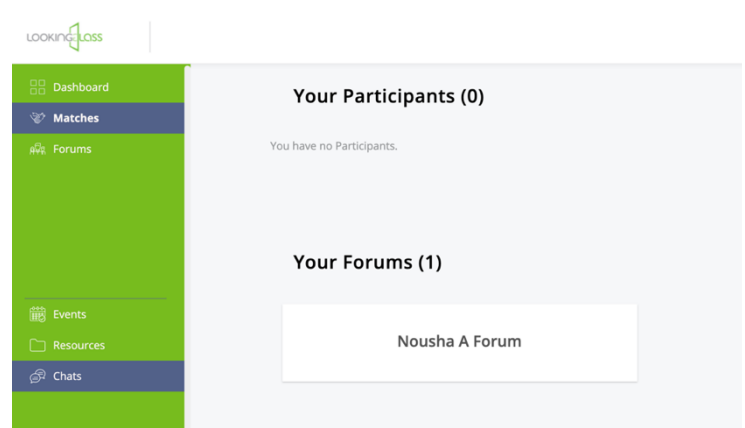


Matches & Forums

The Matches tab is where you'll go to access your Hand in Hand match if you're signing up to that program. Forums is where you'll find your personal forum space if you're joining our PRS program. There are separate guides which explain how each of our programs work on the platform so be sure to review the one for the program you're signing up to before you get started.



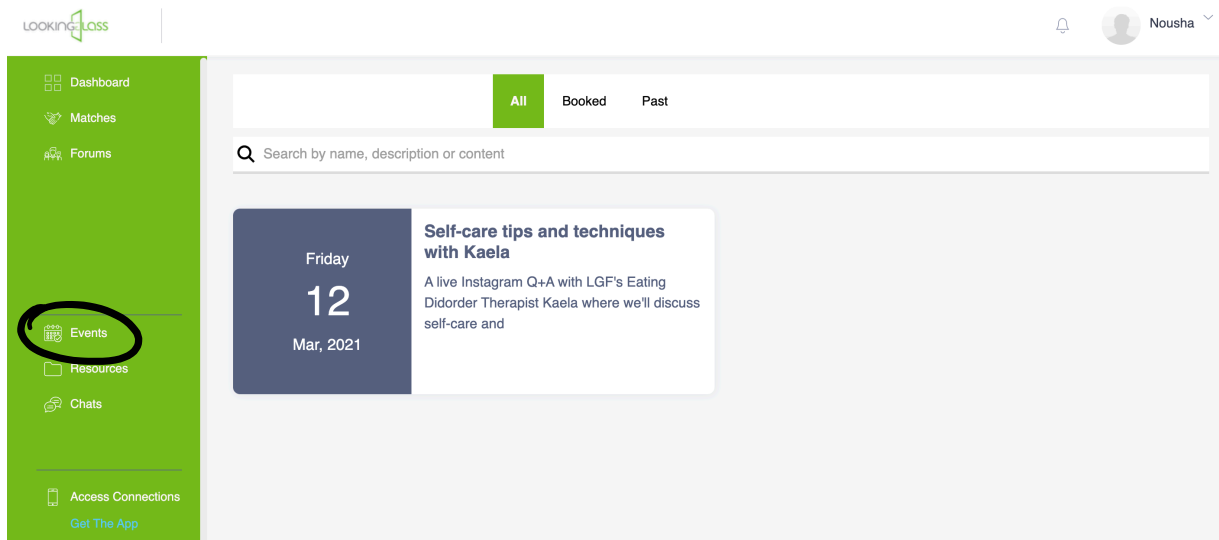
Hand in Hand Match



Personal Recovery Space Forum

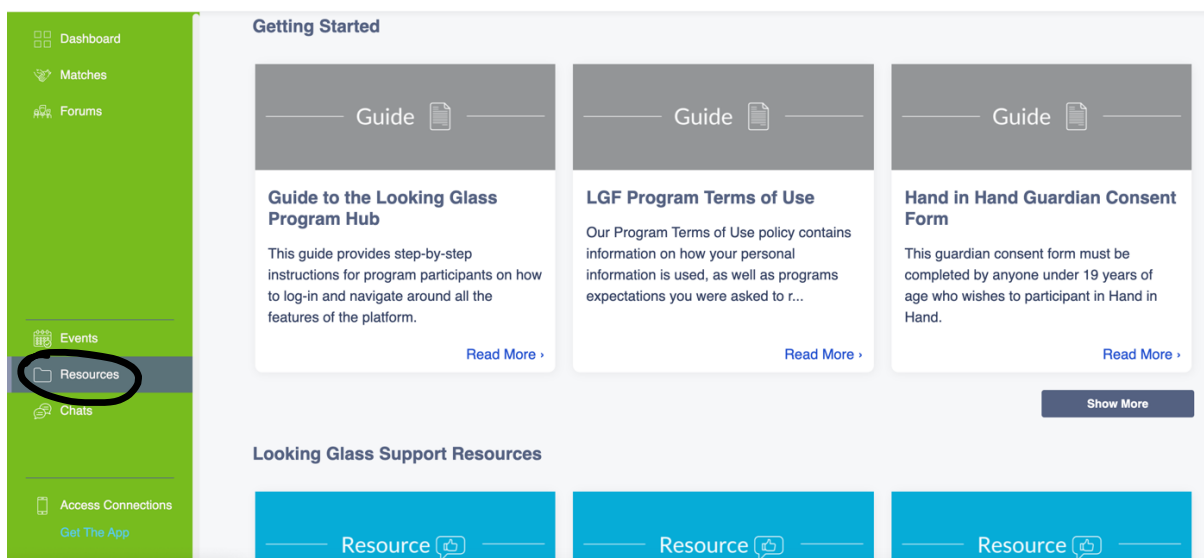
Events

The next tab is Events which is where we'll post about any special events we're hosting such as live discussions or Q&A's with the Looking Glass team.



Resources

In the Resources section, you'll find helpful tips, information and guides like this one on navigating around the Program Hub. There are separate guides on accessing each of our programs which you'll find under the relevant heading. You'll also find information on crisis support should you ever need it, as well as referrals to other mental health support organizations.



Chats

The last tab is Chats. This is where you'll be able to access our Online Peer Support group chats which will appear underneath the text during the scheduled chat times. Again, there's a separate video guide all about the OPS chats so we recommend watching that before you join one of these chats so you know exactly what to expect. Please also ensure you read the chat rules before joining one of these OPS chats.

Chats

Welcome to the Chat Centre!
OPS Chats will appear here at the times scheduled below. All times are PST (Vancouver, BC).
Please review the [OPS Chat Rules](#) before joining a chat.

Monday: 7:30–9:00 PM
Wednesday: 8:30–10:00 PM
Friday: 7:30–9:00 PM

Tuesday: 12–1:30 PM and 4:30–6:00 PM and 7:30–9:00 PM
Thursday: 12–1:30 PM and 4:30–6:00 PM and 7:30–9:00 PM
Sunday: 7:30–9:00 PM

Using this chat service means that you have read and agree to abide by the [Chat Rules](#), and that you agree to the [Program Terms of Use](#). Have questions, concerns, or technical difficulties? Please email programs@lookingglassbc.com. If you are in crisis and need immediate support, please contact the **BC Crisis Line: 1-800-784-2433** or call the **Canadian Suicide Prevention Line : 1-833-456-4566**.

0 members in 0 chats 0 comments

Notifications

You'll receive emails about any important updates from Looking Glass or activity on the Program Hub related to your program. You can also click the bell symbol at the top of the page for Notifications of any activity that's happened since you were last online.

Notifications

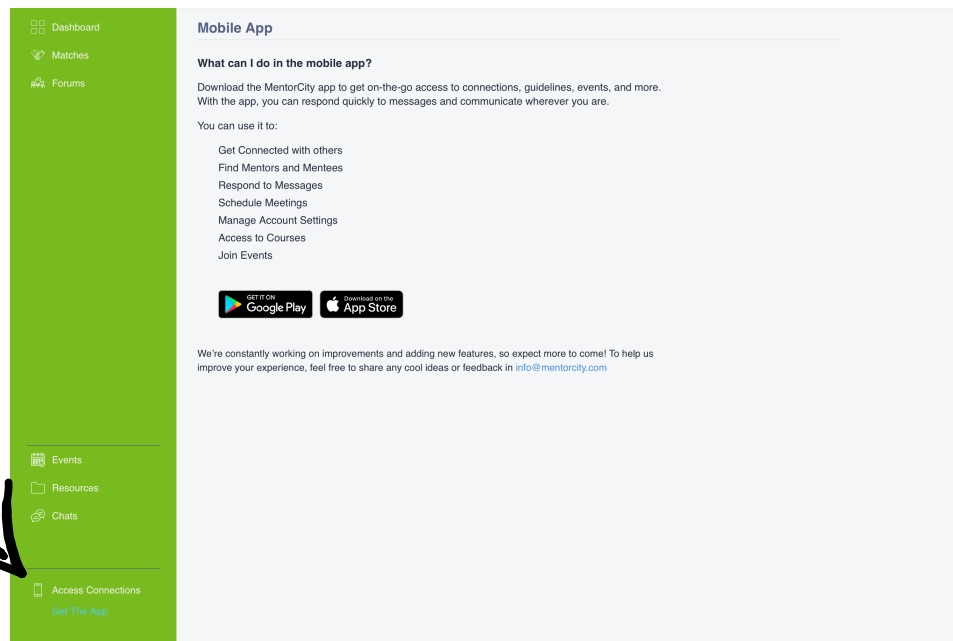
We have made some changes to the Mentoring Agreement. Please discuss the changed sections with your Mentoring partner at your next meeting. February 25, 2021, 11:06 AM [Delete](#)

Dana has sent a message. December 21, 2020, 01:00 PM [Delete](#)

The administrator has matched you with Dana. Please view your relationship for next steps. December 21, 2020, 12:55 PM [Delete](#)

[Delete All](#)

Last but not least, you can access the Program Hub on any device of your choosing! If you know you're going to be mainly using your phone to access our programs, you can download the **MentorCity app** and get support straight from your phone.



Thanks for reading!

We're so excited to welcome you to the Looking Glass Program Hub where we'll be supporting you on your journey to recovery. If you have any questions, concerns or want to share your feedback with us, please don't hesitate to get in touch. We're here to help!

