



# 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.

The screenshot shows the 'Basic Information' section of the profile page. It includes a green sidebar with navigation options: Dashboard, Matches, Forums, Courses, Events, Resources, Chats, and Access Connections. The main content area contains the following fields:

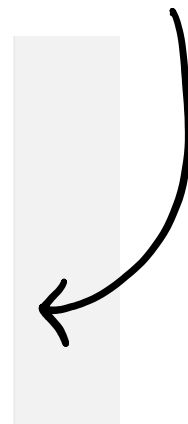
FIRST NAME	LAST NAME
Alicia	Burke
*DISPLAY NAME	*DATE OF BIRTH (MM/DD/YYYY)
Alicia	08/13/1992
*STREET ADDRESS	*POSTAL CODE
123 West 10th Ave	V1A 1A1
COUNTRY	PROVINCE
Canada	British Columbia
CITY	* TIME ZONE
Vancouver	(GMT-08:00) Pacific Time (US & Canada)

Additional features shown include 'Your Mentoring Hours' set to 01:30 and 'Your Profile Completeness' at 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.

The screenshot shows the 'DO YOU IDENTIFY AS A MEMBER OF THE LGBTQ2+ COMMUNITY?' field. The selected option is 'PREFER NOT TO DISCLOSE'. Below it, the 'PLEASE IDENTIFY YOUR RACE/ETHNICITY FROM THE OPTIONS BELOW' section is shown. The selected option is 'NOT OTHERWISE LISTED' with a custom value 'example' entered in the text box. A blue highlight is visible under the 'example' text in the dropdown menu.

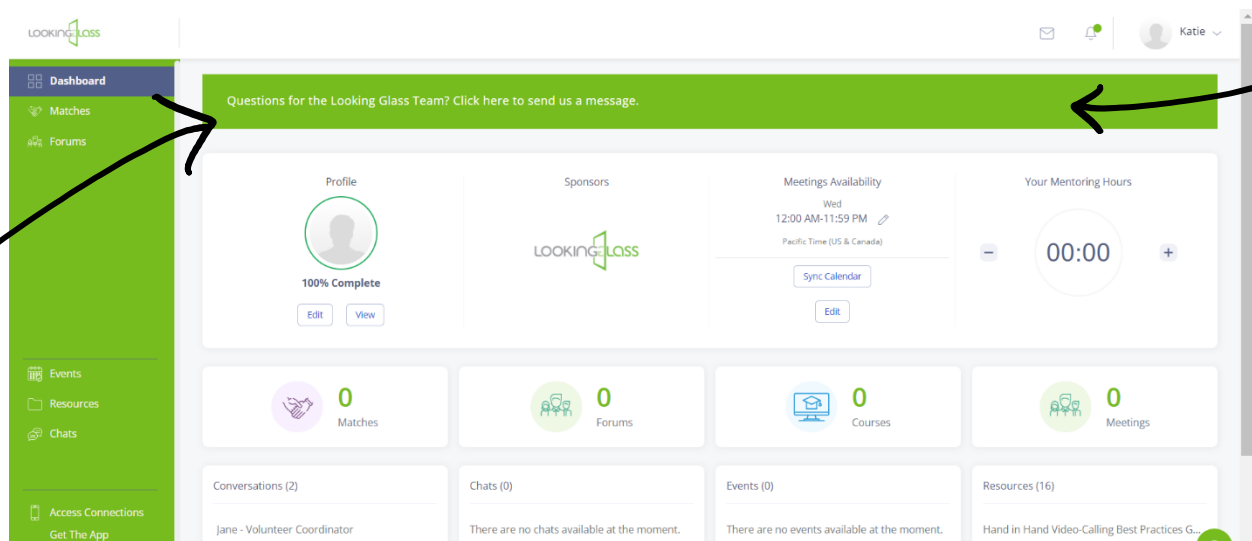




Please complete all the mandatory fields (\*). Until you do so, we won't be able to match you in the relevant program.

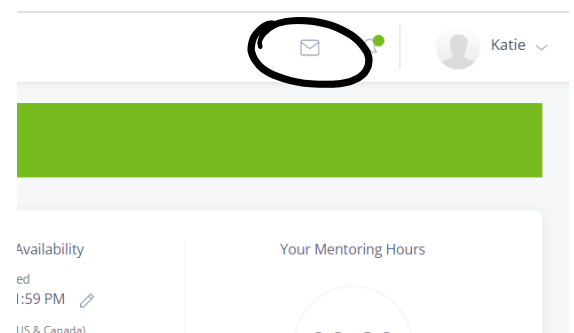
Once you finish filling in your profile, you'll be taken to the Homepage dashboard which has quick links to other parts of the platform that might be relevant to you. Some of these shortcuts will not apply to you depending on which program you're joining.

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.



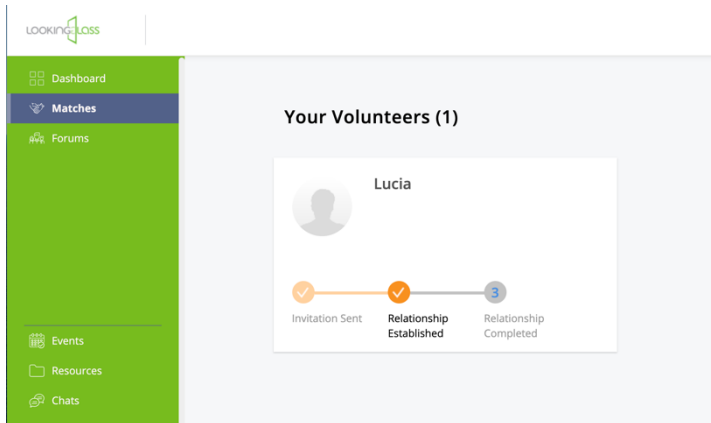
To contact the Looking Glass Team with any questions or feedback for us, click on the banner that reads **"Questions for the Looking Glass Team?"** and enter your message. One of the team will get back to you as soon as we can. The team will be easily recognizable on the Program Hub by our green LGF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

You can access all your conversations by clicking on the Message Centre icon at the top-right corner. Typically, these conversations will be between you and the Looking Glass staff, or at times, with your volunteer mentor or moderator depending on your program. You will not be able to start private conversations with other participants. Conversations will also appear along the bottom-left side of the Homepage dashboard.

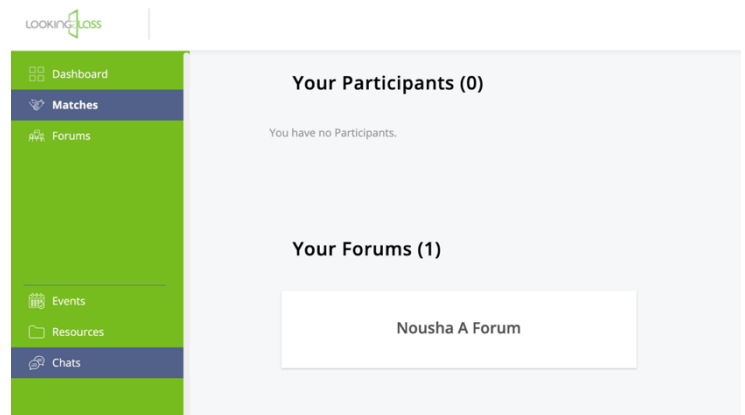


## Matches & Forums

The Matches tab is where you'll go to access your Hand in Hand match if you're signing up for 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.



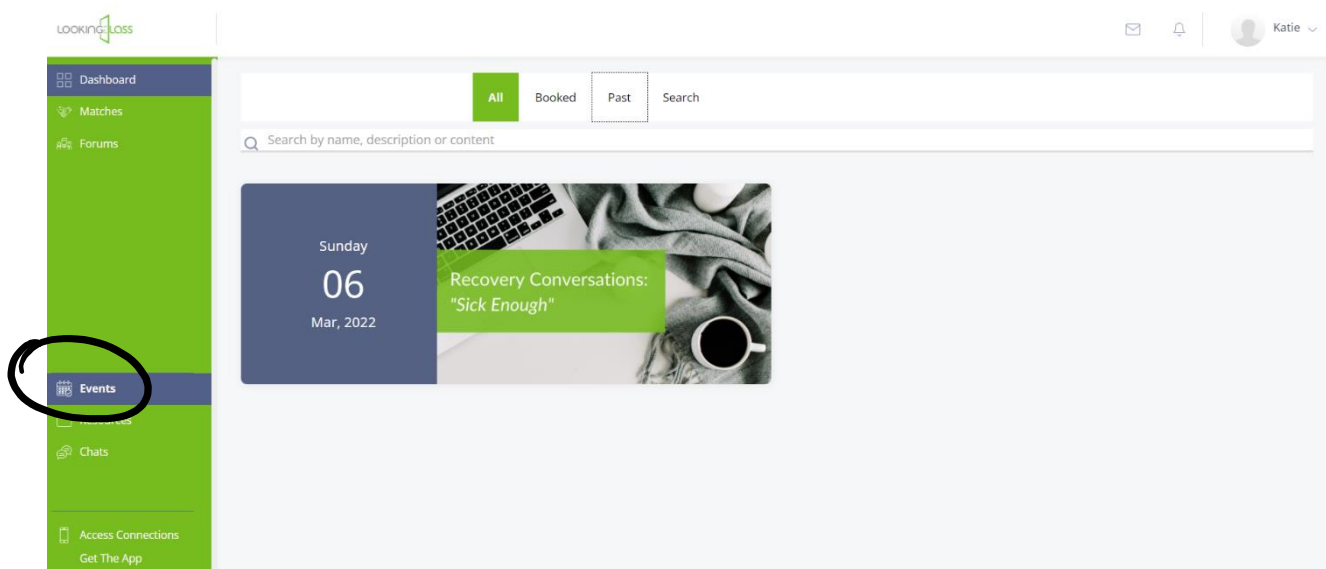
*Hand in Hand Match*



*Personal Recovery Space Forum*

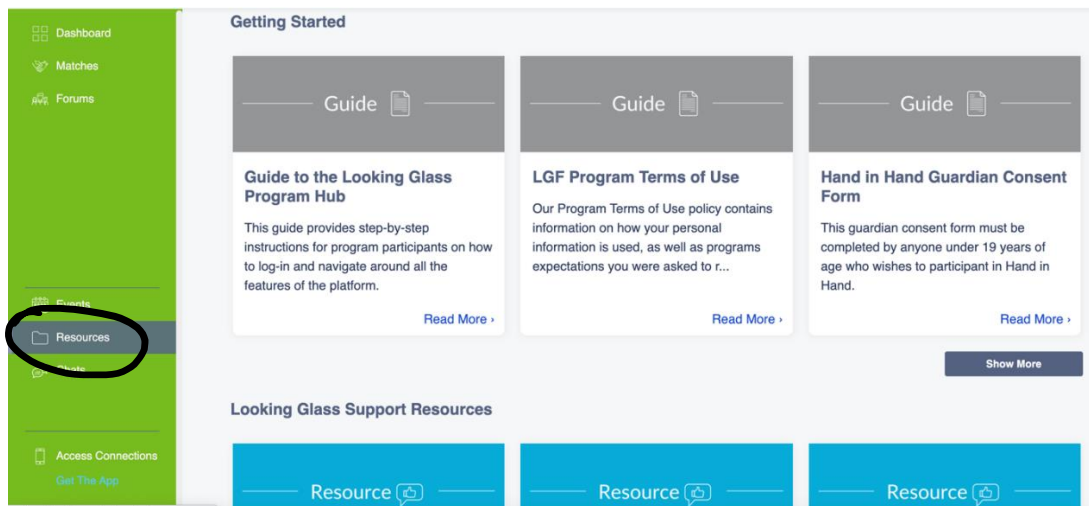
## Events

The next tab is Events which is where we'll post about any upcoming events that are open to the Looking Glass community.



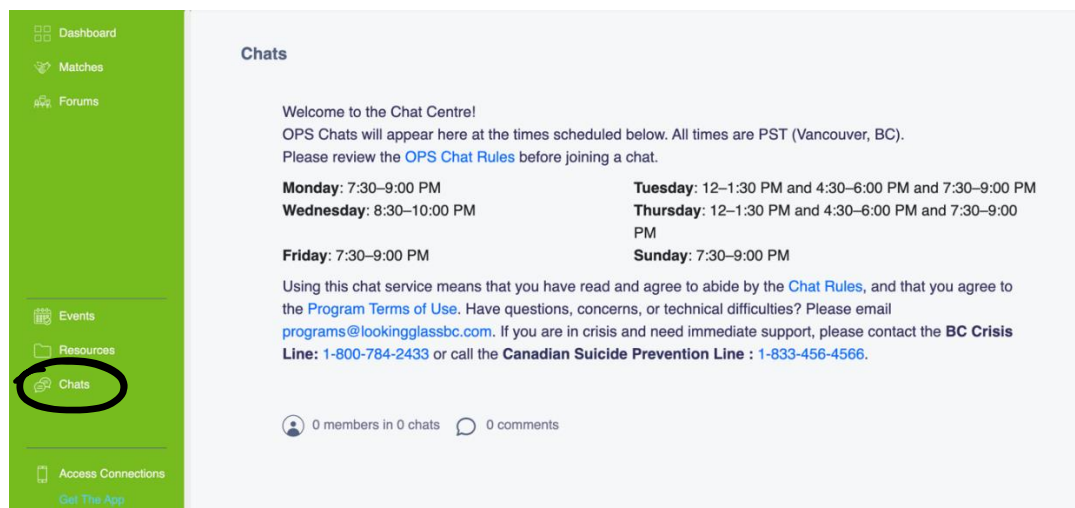
## Resources

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

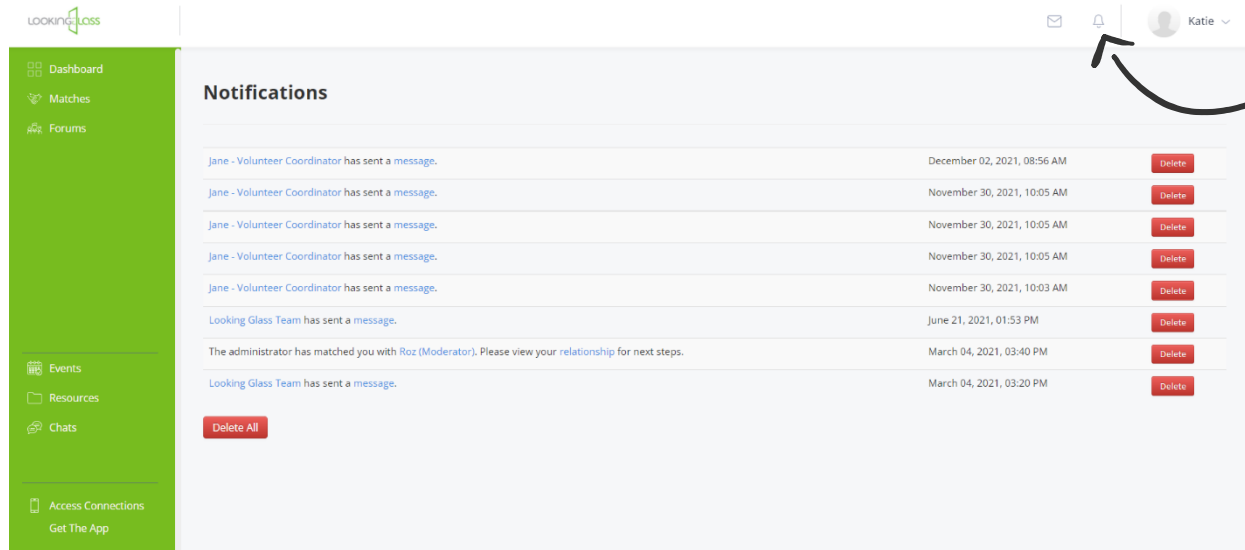
The last tab is Chats. This is where you'll be able to access our **Online Peer Support group chats** which will appear underneath the text during the scheduled chat times. Again, there's a separate video guide all about the OPS chats so we recommend watching that before you join one of these chats,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



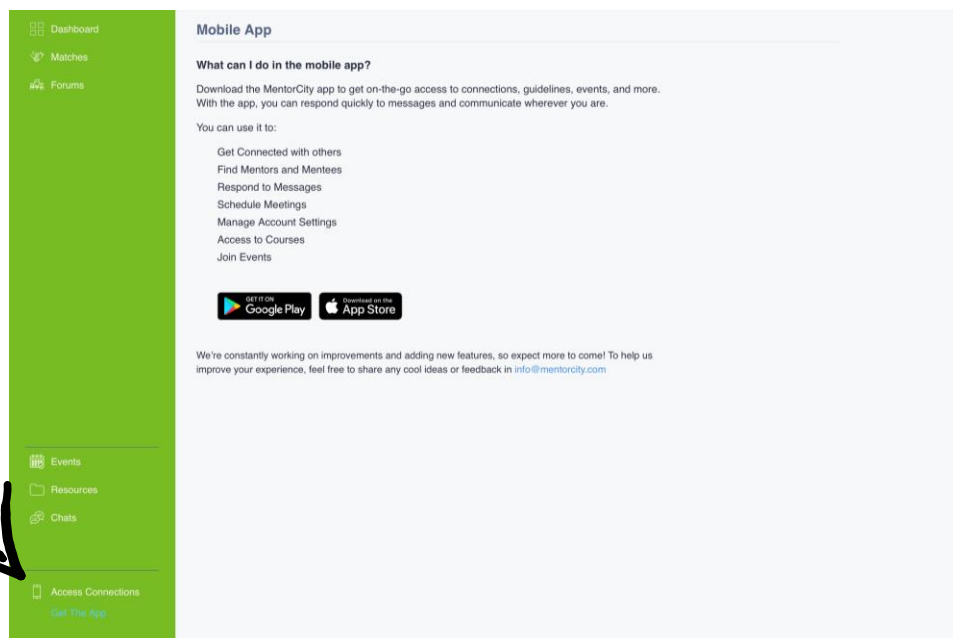


## Notifications

You will 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.



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!