



Our Future:
Built Better Together

FIRST[®] Mentor Network

Sponsored by 

User Guide

Revised June 2024

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What is the *FIRST*® Mentor Network sponsored by NI?

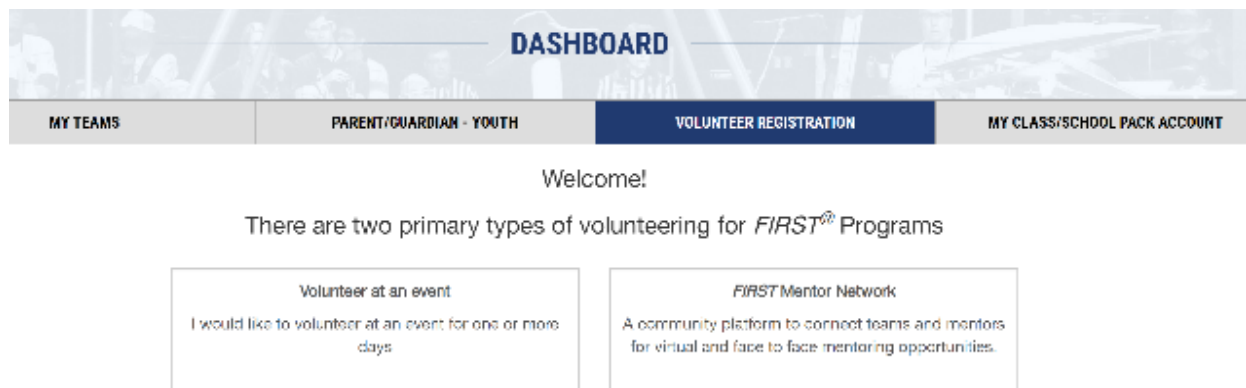
The *FIRST*® Mentor Network sponsored by NI is a community platform to connect teams and mentors for potential virtual and face to face mentoring opportunities. Mentors can look for teams who need mentor help and Lead 1 and 2 Coaches/Mentors can look for mentors for their teams.

This platform is not how existing mentors connect to their teams. Please use the 'My teams' tab on the [FIRST Dashboard](#).

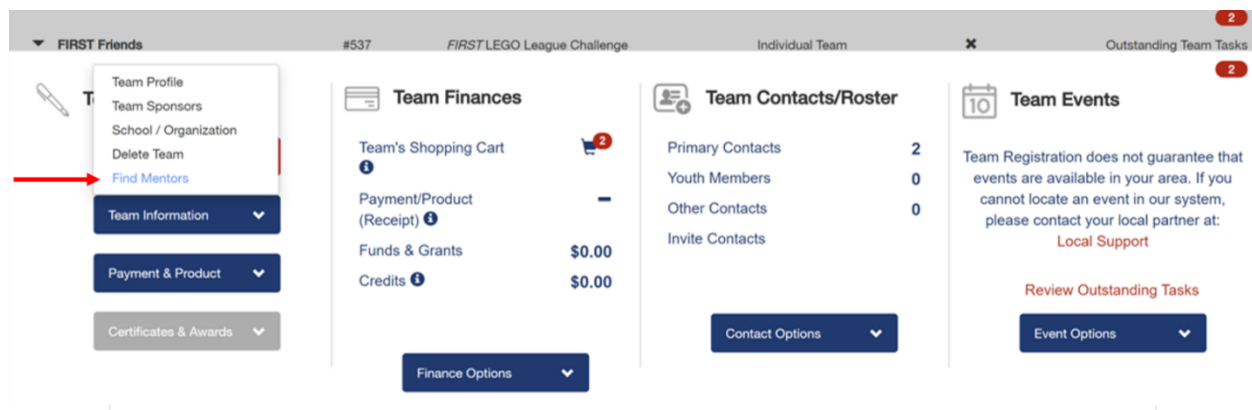
How do I access the *FIRST* Mentor Network?

The *FIRST* Mentor Network can be accessed within the [FIRST Dashboard](#). There are different ways to access it depending on your role:

- For Mentors, it is in the 'Volunteer Registration' tab. Select the '*FIRST* Mentor Network' button on the right. Then, follow the steps to create your Mentor Profile and to publish it to see teams that match your profile.



- For Teams, it is in the 'My Teams' tab, in the 'Team Information' dropdown menu only available to Lead Coach/Mentor 1 and Lead Coach/Mentor 2. Click on 'Find Mentors' and follow the steps to create your Team post and publish it to see mentors that match your team's needs.



Who can use the *FIRST* Mentor Network?

Mentors

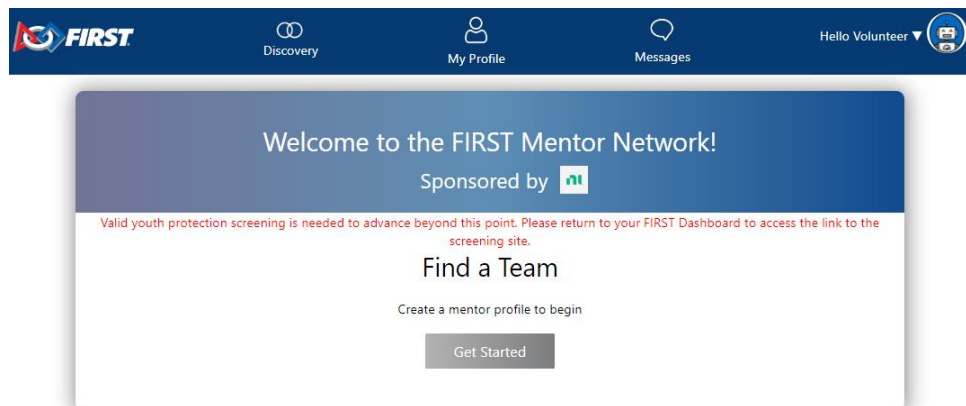
Potential mentors must be residents of US and Canada who are 18 years or older.

Teams

Lead Coach/Mentor 1 and Lead Coach/Mentor 2 of any registered *FIRST* team in any *FIRST* Program who live in the US and Canada, are 18 years or older, and have a valid youth protection screening can access the *FIRST* Mentor Network. Teams do not have to be secured, and Lead Coaches/Mentors can still access the network if their team has a temporary team number.

Do I need to be Youth Protection screened to access the *FIRST* Mentor Network?

Youth Protection screening is needed to access the *FIRST* Mentor Network. Unscreened mentors are prompted to complete Youth Protection screening before they can create a profile. Lead Coaches/Mentors cannot create team posts without completing Youth Protection screening.



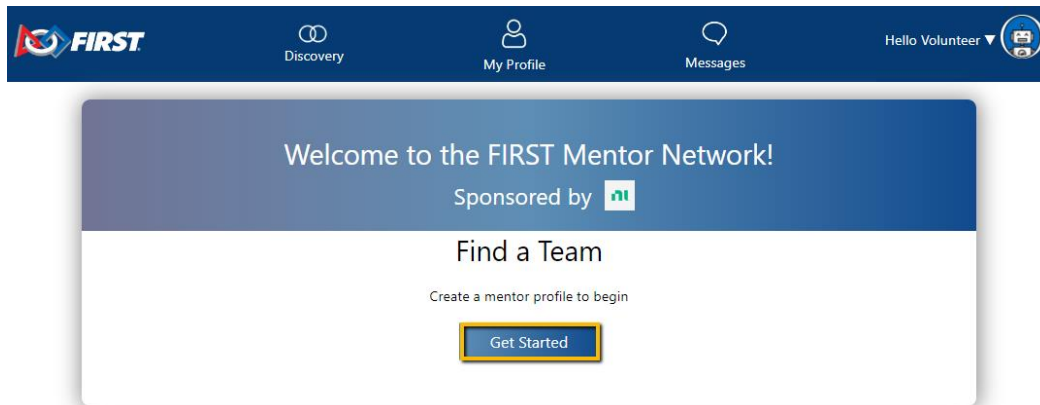
Please [contact us](#) with any questions about Youth Protection guidelines, resources, screening or to report an issue. Youth participants are encouraged to reach out to the Youth Protection Program for support and assistance if they have any concerns about their own safety and/or treatment or that of other participants in *FIRST* programs.

As a potential mentor, how do I create a mentor profile?

To start, sign into the [Dashboard](#), agree to all acknowledgments, and fill out your profile when prompted. Refer to the [Volunteer Registration User Guide](#) for more details.

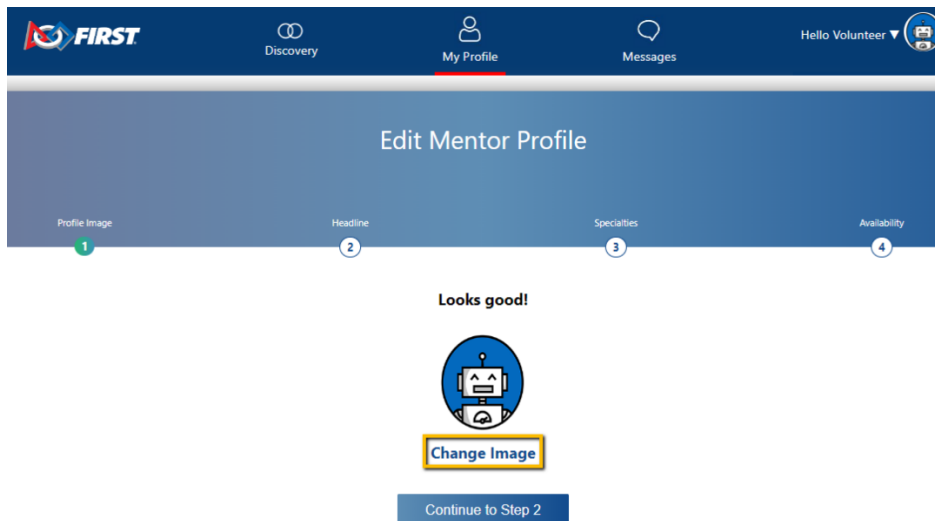
Next, navigate to Volunteer Registration and click on the 'FIRST Mentor Network.' Agree to the FIRST Mentor Network Terms and Conditions pop-up box.

The welcome page will display 'Find a Team' and direct you to click on the 'Get Started' button.

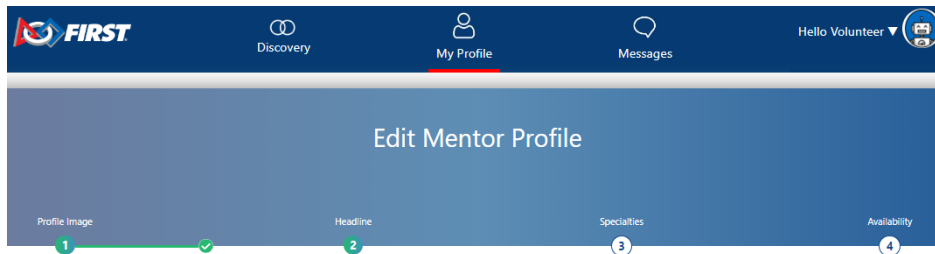


The system will guide you to fill out the four steps to create a profile:

1. Upload a picture.



2. Fill out your headline and description.



Step 2

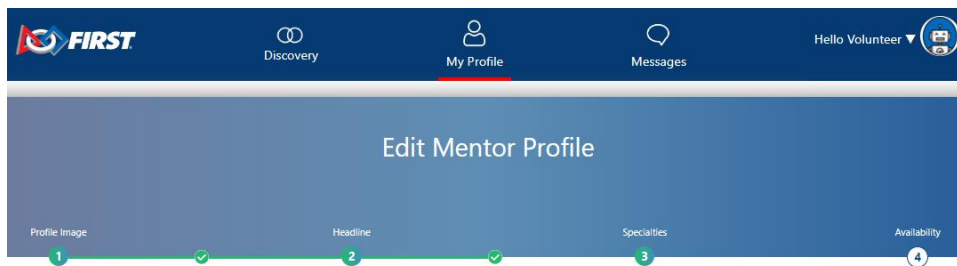
Add a Headline and Description

Write a short headline that will appear on your mentor profile

Share your work/job experience, areas you can help advise teams on, and any FIRST experience. This is a place to share any helpful information for teams to know about yourself.

Continue to Step 3

3. Add your areas of expertise.



Step 3

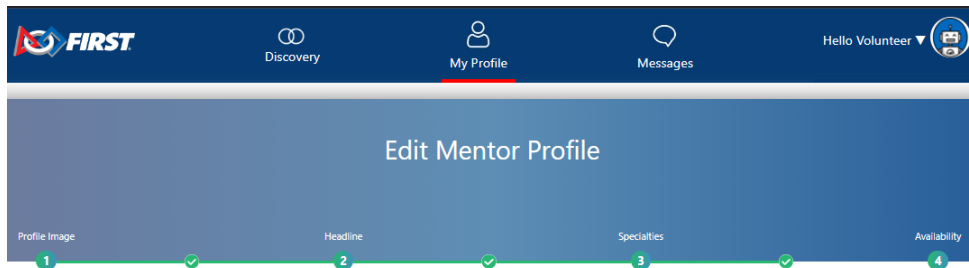
Select Your Specialties

Choose up to 3 options



Continue to Step 4

4. Add your availability. Here you can say if you are available, in-person, virtually, or both.



Step 4

Select Your Availability

Location:

☒ Virtual ☐ In-Person ⓘ

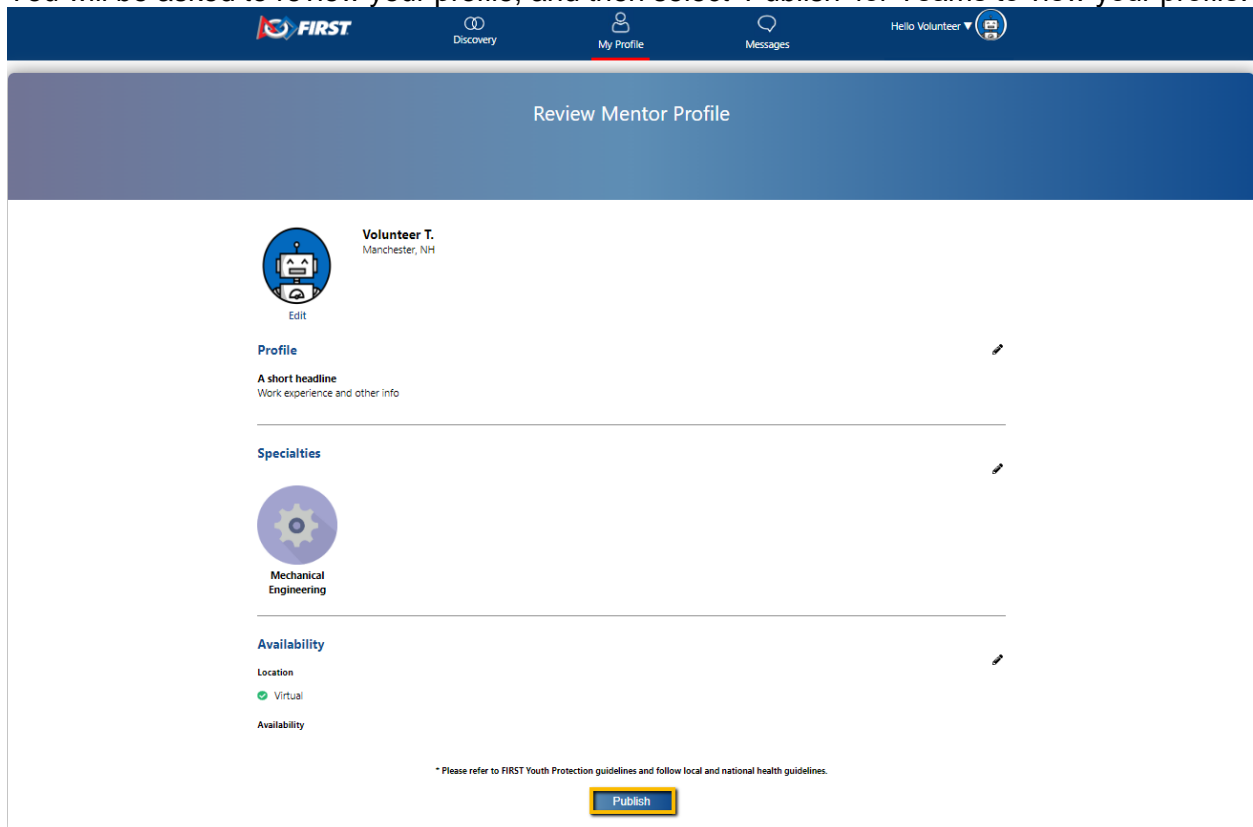
Availability (Optional):
(Select all that apply)

☐ Weekends ☐ Weekdays ☐ Mornings
☐ Evenings ☐ Occasional ☐ Recurring

Review Profile

Publish your Mentor Profile

You will be asked to review your profile, and then select 'Publish' for Teams to view your profile.

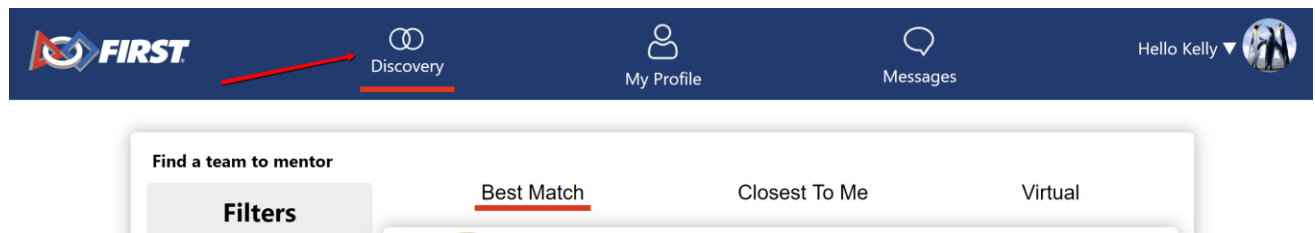


After publishing, you will be brought to the Discovery page, where you can see your matches. Click on 'Discovery' at any time to see your matches while using the *FIRST* Mentor Network.

As a mentor, how do I see teams that are requesting mentors?

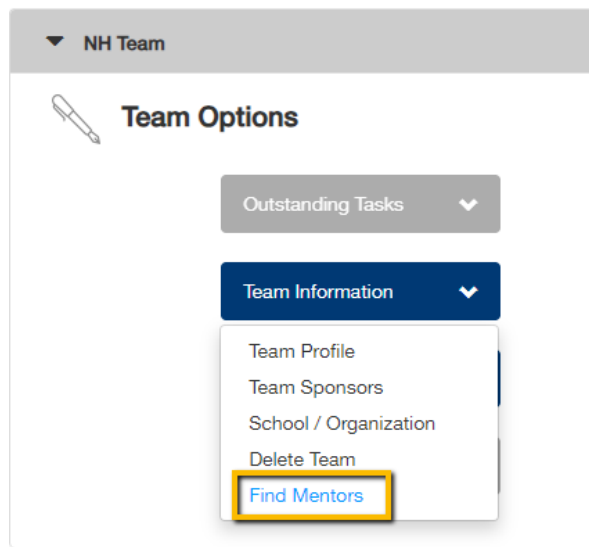
Mentors need to follow the steps to create a profile, and then select the 'Publish' button. After publishing, mentors will see the Discovery screen with teams sorted by those who may be a good match for the mentor.

If a mentor already has a profile and is returning to the *FIRST* Mentor Network, they can select the 'Discovery' icon at any time to see their team matches.



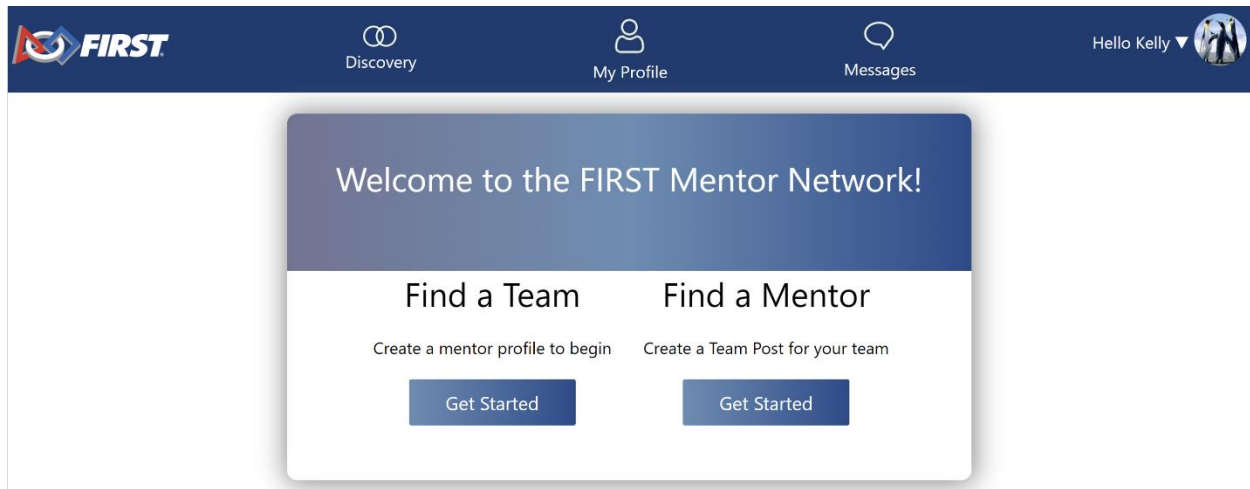
As a representative for my registered *FIRST* Team, how do I create a Team Post?

The only team representatives who can make a team post are the Lead Coach/Mentor 1 and Lead Coach/Mentor 2. They can access the *FIRST* Mentor Network through the 'Find Mentors' link on the 'Team Information' dropdown menu.



Two options will be shown for Lead Coaches/Mentors:

1. Create a mentor profile, which can also be done under the 'Volunteer Registration' tab in the [Dashboard](#).
2. Create a team post by selecting 'Get Started' under 'Find a Mentor'.



The system will guide you through the three steps to create a team post:

1. Add a picture.



2. Add a description of the team.

Create a Team Post

Featured Image

Headline

Add Mentors

1

2

3

Step 2

Add a Headline and Description

Team looking for mentors...

Our team is searching for mentors...

Continue to Step 3

3. Select mentor types and your team need.

Create a Team Post

Featured Image

Headline

Add Mentors

1

2

3

Step 3

Add a Mentor Role 1:

Select a Specialty

Virtual

In-Person

Availability (Optional):

Weekends

Weekdays

Mornings

Evenings

Occasional

Recurring


Additional Role Details (Optional):

Experience with Java is a plus...


Add Another Mentor Role

Review Post

Review your team post and click on the 'Publish' button. This will save your post. You still need to activate your post.



FIRST® is a global robotics community that prepares young people for the future.



Tiger Builders


 #14997

 Amherst, NH

[Edit](#)

Team looking for guest speakers at team meeting

Looking to bring in a few guest speakers to talk to the team about STEM career opportunities and how they can use their FIRST skills in the future.



Robot Programming / Software Engineering

Location:


☒ Virtual

Availability:

☒ Evenings

☒ Weekdays

☒ Occasional



Electrical Engineering


Location:

☒ Virtual

Availability:

☒ Occasional

☒ Weekdays



Scholarship / Awards / Career

Location:

☒ Virtual

Availability:

☒ Evenings

☒ Weekdays

Role Details:


 STEM careers

[Add Another Mentor Role](#)

[Publish](#)

Activating your Team Post

You must activate your team post for it to be available for mentors to view. Teams can create multiple posts, but only one can be active at a time. Toggle the visible switch to activate the post, and then select 'Discovery' to view matches. Teams can select 'Discovery' at any time to view their mentor matches.




[Discovery](#)

[Manage Posts](#)

[Messages](#)

Visible

☒



Tiger Builders

 Team Number: 14997


Team looking for guest speakers at team meeting

 Looking to bring in a few guest speakers to talk to the team about STEM career opportunities and how they can use their FIRST skills in the future.

 Created: Thu Jun 18 2020

Hidden

☐



Tiger Builders

 Team Number: 14997

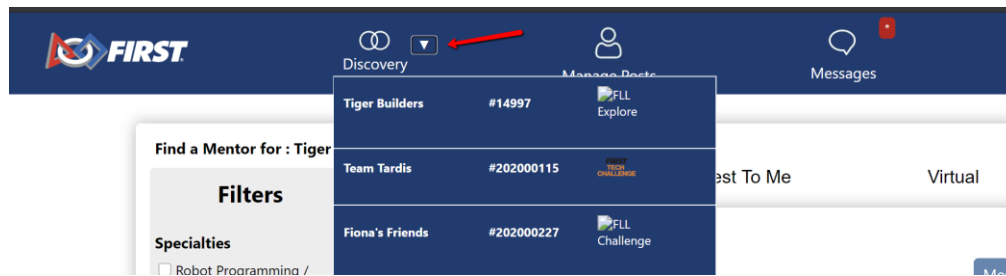
Team looking for guest speakers at team meeting

 Looking to bring in a few guest speakers to talk to the team about STEM career opportunities and how they can use their FIRST skills in the future.

 Created: Thu Jun 18 2020

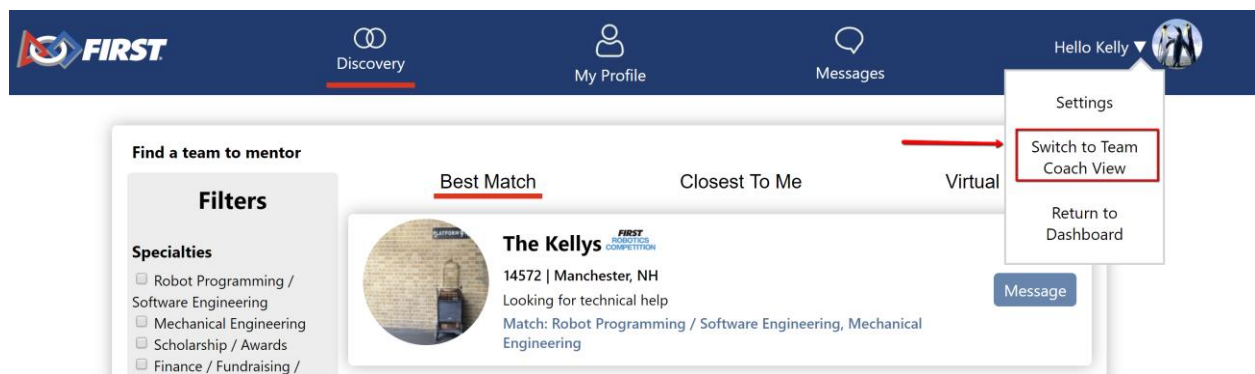
[Create Post](#)

Lead Coaches/Mentors with more than one team can select what matches to view for each of their teams.



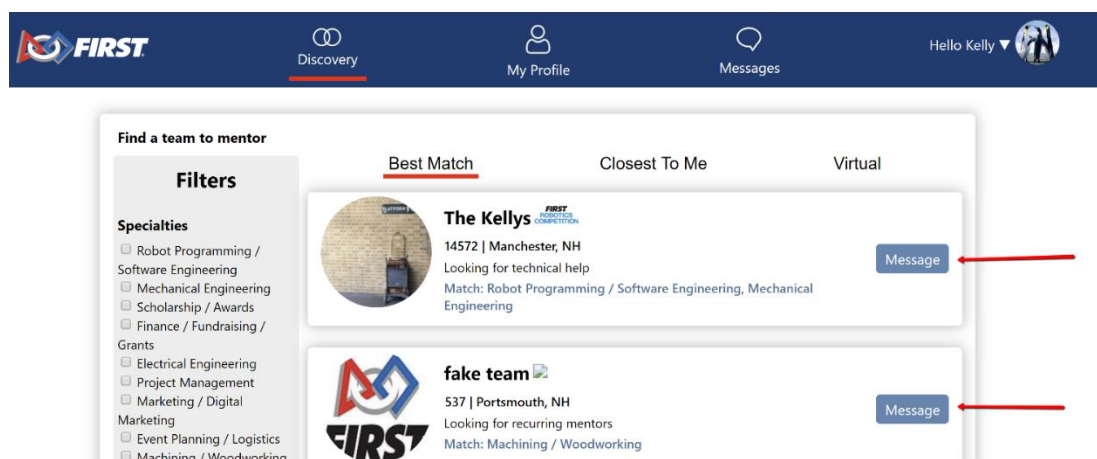
Can a person have both a mentor profile and a team profile?

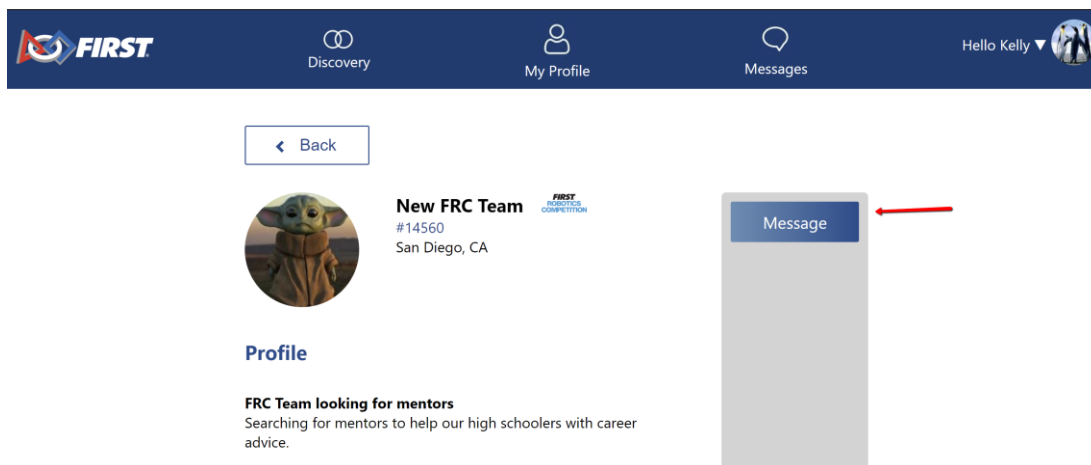
Yes, a person can create a mentor profile so teams can view them, and if they are a Lead Coach/Mentor 1 or 2, they can also create a team post. A person can toggle between their mentor and team coach/mentor views in the dropdown menu.



How do I message a team or mentor?

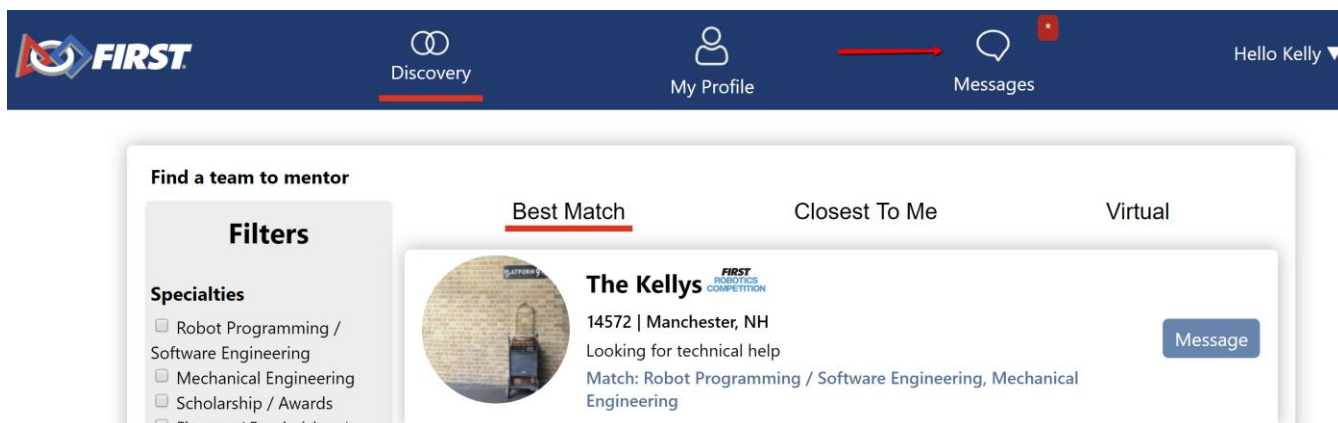
Click on the 'Message' button located on each profile or click into the profile to read more and select the 'Message' button.





How do I access my messages?

Click on the 'Messages' icon at the top of the page to go to your messages. A notification will appear on the icon if you have an unread message. You will receive an automated email to notify you if you have an unread message. Only one notification will be sent per day. Messages will remain in your account until the end of each season, early May of each calendar year, unless [deleted](#).



How do I delete messages?

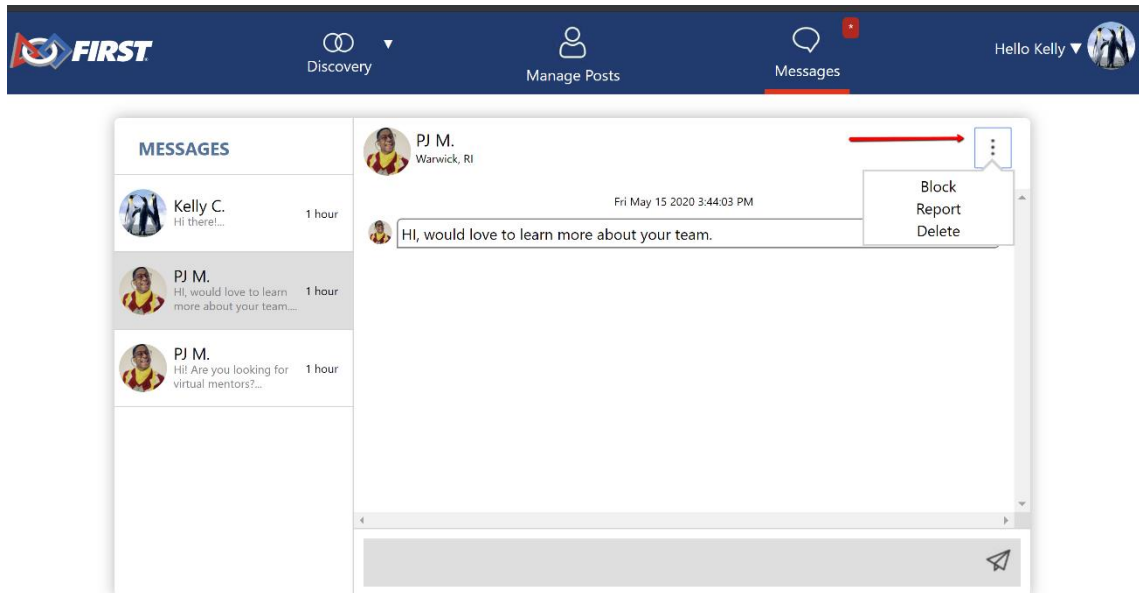
In the message settings, click the ellipsis to see all the messaging options. There, you will see an option to delete any messages you no longer need from your account.

How do I report inappropriate behavior?

When viewing messages, click the three dots in the upper right corner to see all the messaging options. You can:

- Block a user - For the current season, you can no longer receive messages from the blocked team or mentor. This does not create a report to the Youth Protection Program.
- Delete a message - deletes the message from your account.

- Report the message - The report option sends the message thread to the Youth Protection Program to review. To no longer receive messages, you would additionally need to block the user.

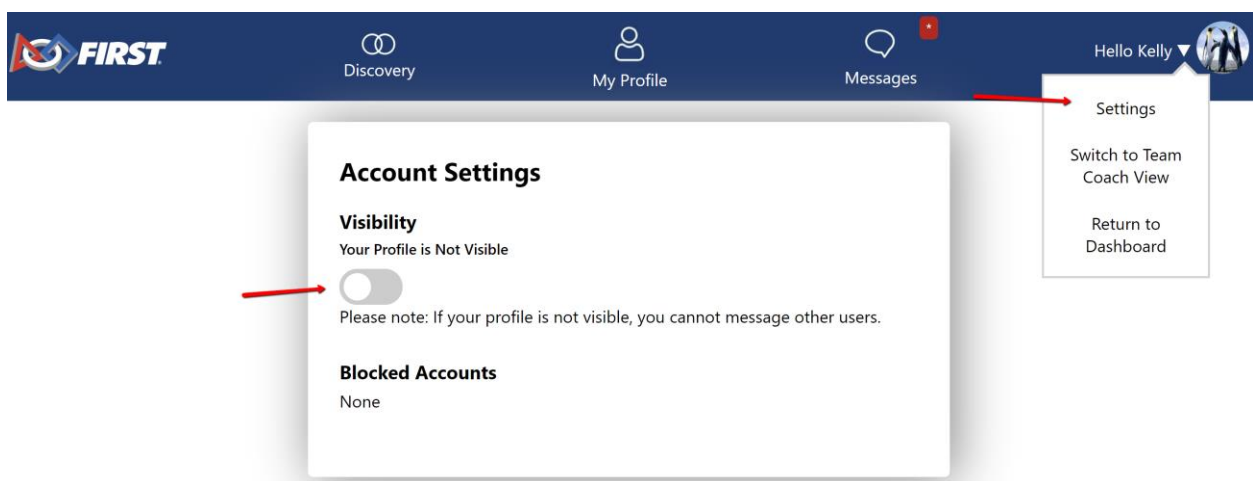


Be sure to take screenshots of messages if you can. You can follow-up with the Youth Protection Program about your concerns and open reports:

Youth Protection Program 200 Bedford Street | Manchester, NH 03101 | www.firstinspires.org
Phone: 1-800-871-8326 | safetyfirst@firstinspires.org | [Report a Concern](#)

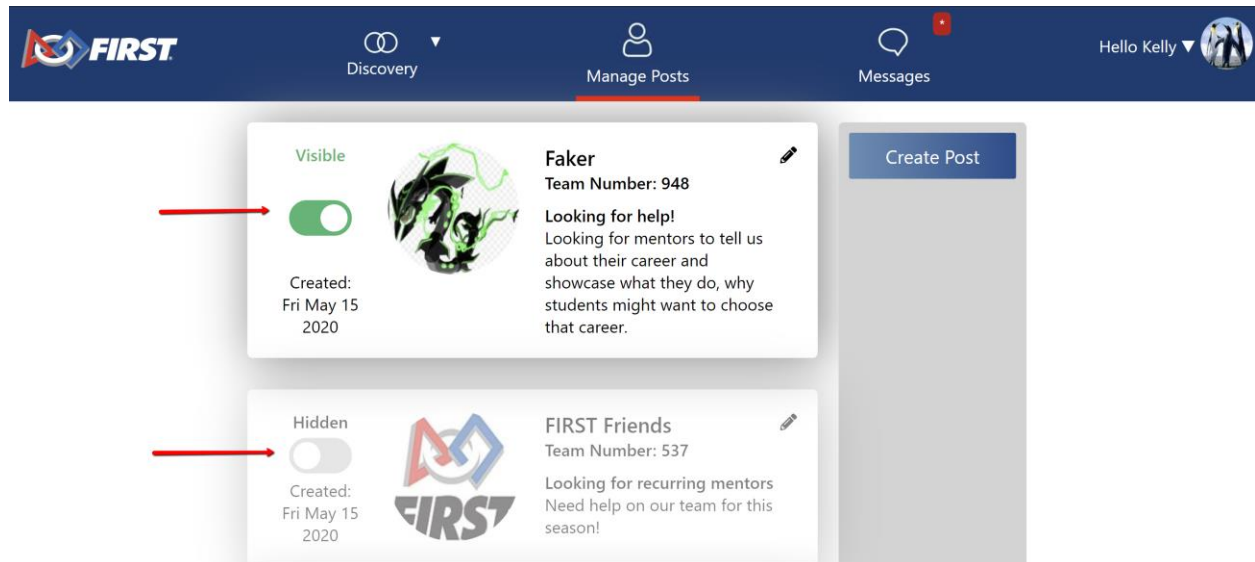
How do I hide or inactivate my mentor profile?

Use the down arrow next to your username, located in the upper right-hand corner. Then, select 'Settings.' Use the toggle to set your visibility bar to 'Not Visible.' This hides your mentor profile so that no teams can see your profile, and you cannot message others.



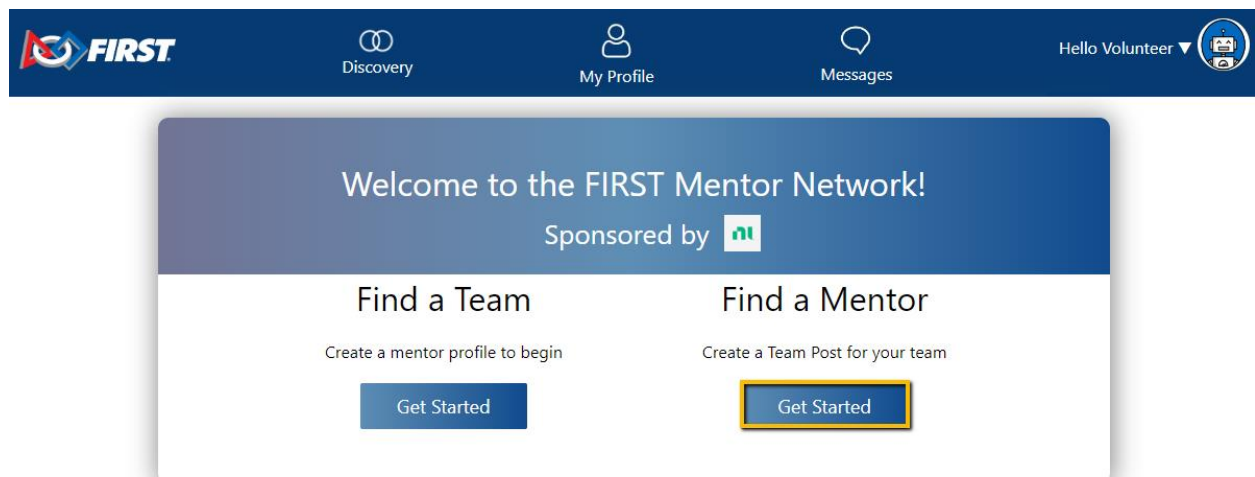
As a Lead Coach/Mentor, how do I hide or inactivate my team post?

Click on 'Manage Posts' to see all your team(s) posts. Toggle each post to 'Visible' or 'Hidden.' Each team can only have one active post. If a post is hidden, mentors cannot see the post or message that team.

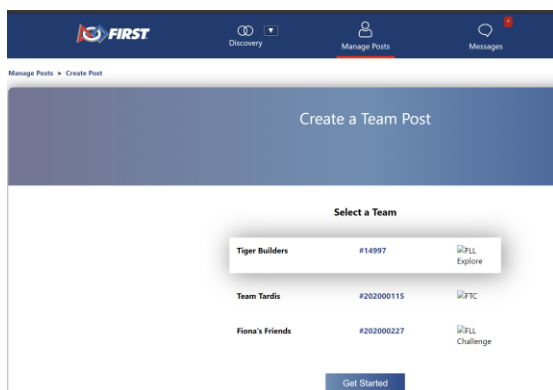
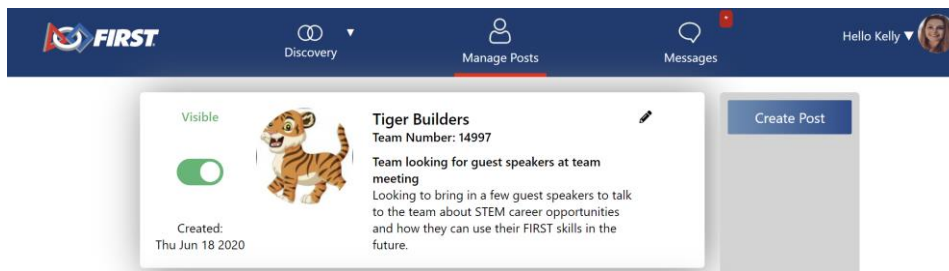


As a Lead Coach/Mentor, how do I create a post for multiple teams?

When logging into the *FIRST* Mentor Network select 'Find Mentor.' Then, the *FIRST* Mentor Network will ask you to select what team you would like to create a post for.

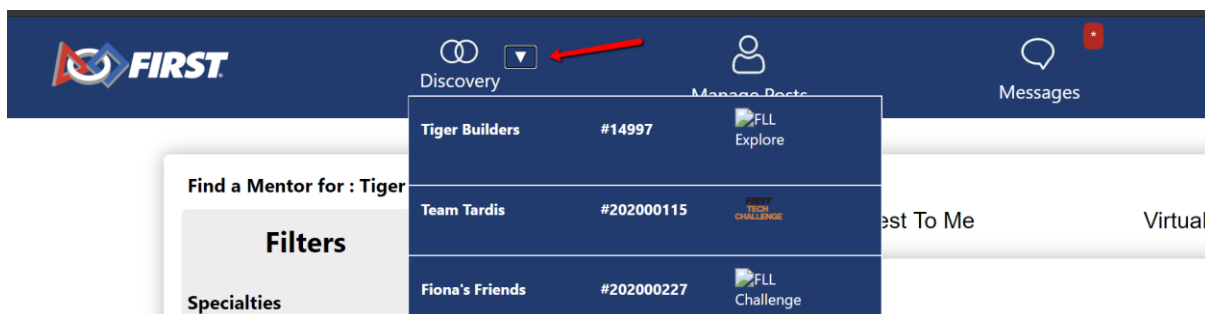


You can also navigate to 'Manage Posts' and select the 'Create Post' button. This will ask you what team you would like to create a post for.



As a Lead Coach/Mentor, how do I view matches for multiple teams?

If you are a Lead 1 or 2 Coach/Mentor with multiple team posts, use the arrow next to Discovery to select for what team you wish to see matches.



Can I use the FIRST Mentor Network to find a team for my child?

No. The FIRST Mentor Network **cannot** be used to find teams for youth to join.

Can I use the FIRST Mentor Network on a cell phone?

The FIRST Mentor Network is not fully formatted for mobile device use. We recommend accessing a tablet/laptop/desktop for the best experience.



FIRST® is a global robotics community that prepares young people for the future.

What are the online safety tips for using the *FIRST* Mentor Network?

The *FIRST* Mentor Network should only be used by adults 18 years old or older.

- Only Lead 1 or 2 Coaches/Mentors may post on behalf of a team.
- Your username and password belong to you. Do not share them.
- The internet has a great memory. What is posted stays posted for an exceptionally long time.
- Follow the [FIRST Code of Conduct](#) online just as you would in person.

Virtual Mentoring

- Do not record and distribute meetings or events unless it is essential.
- If you are recording a meeting, be sure you notify participants when the recording begins.
- Whenever possible, use software that allows you to broadcast your training in 'webinar' or 'view-only' mode to protect the privacy of viewers.
- Ensure only invited participants can join your meeting:
 - Use passwords.
 - Use ID numbers.
- If you allow two-way communication during a meeting or training, set guidelines on what can be said and posted prior to the event and ask the attendees to refrain from sharing personal data.

Remote Mentoring with *FIRST* Training

[Remote Mentoring with FIRST](#) explores the fundamentals of remote meetings for coaches and mentors. The training will also provide you with resources for further support.

Who do I contact if I have a question about the *FIRST* Mentor Network?

For questions, comments, or assistance using the *FIRST* Mentor Network, please email volunteersystems@firstinspires.org.

Mentor unable to view teams in the 'Discovery' Tab

If you are unable to view teams in your 'Discovery' tab, there may be two reasons:

1. You need to go into Settings and [make your profile visible](#) to search for teams.
2. Your profile may be visible, but there are no matching teams in your area. You can update your profile to allow for 'Virtual' connections in [Step 4 of creating a profile](#), which will increase your number of viewable teams.

Not getting messages?

The *FIRST* Mentor Network is intended for mentors to reach out to teams OR for teams to reach out to mentors.

- Please make sure you are being proactive and reaching out to your matches to make a connection.
- Once a match is made, please take communications outside of the *FIRST* Mentor Network.



- Messages will remain in the system until the season ends, in early May of each calendar year.

[An error occurred fetching matching teams](#)

Receiving the above error message? Try these tips:

- Make sure your zip code is entered correctly.
- For users in Canada, please make sure there is a space after the first three digits. This is how the system will recognize it as a Canadian zip code.
- US zip codes should have no spaces.

[Troubleshooting](#)

If you are having issues logging in, you may need to clear your internet history, cookies, and cache. Please select your web browser from the list below:

- [Chrome](#)
- [Firefox](#)
- [Edge](#)
- [Safari](#)

