Our Future: Built Better Together

FIRST Mentor Network FAQ
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**What is the FIRST Mentor Network?**

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 Coaches can look for mentors for their teams.

**Where do I access the FIRST Mentor Network?**

FIRST Mentor Network can be accessed within the FIRST Dashboard. There are 2 locations for access.

1. Located in the Volunteer Registration Tab, as a button.
2. Located in My Teams Tab, in the Team Information dropdown menu only available to Lead Coach 1 and Lead Coach 2.
Who can access the FIRST Mentor Network?
Potential mentors - residents of US and Canada who are 18 years or older
Any registered FIRST Team - Lead Coach/Mentor 1 and Lead Coach/Mentor 2 of any registered FIRST team who lives in US and Canada, is 18 years or older, and has a valid youth protection screening (Teams do not have to be secured, and Lead Coaches can still access if their team has a temporary team number). Lead Coaches of all 4 programs can access.

Do I need to be YPP screened to access the FIRST Mentor Network?
YPP screening is needed to access the full FIRST Mentor Network capabilities. Unscreened mentors can create profiles, but are then notified that YPP screening needs to be completed before continuing to view mentors and teams. Lead Coaches cannot create team posts without completed YPP screening.

As a potential mentor, how do I create a mentor profile?
Sign into firstinspires.org, agree to all acknowledgments, and fill out profile when prompted. Next, navigate to Volunteer Registration and click on 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 4 steps to create a profile, including uploading a picture, filling out your headline and description, adding your areas of expertise, and your availability. You will be asked to review your profile, and then select Publish.
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 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 they publish, they 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 1 and Lead Coach 2. Access FIRST Mentor Network through Volunteer Registration or the Find mentors link on the Team Information dropdown menu.

Two options will be shown for Lead Coaches, either to make a team post, or create their own personal mentor post. Select Find a mentor to create a Team Post

The system will guide you through the steps to create a team post, including adding a picture, description of team, and mentor types your team needs.
Review your team post and click on the Publish button. The final step is to activate your team post. Teams can create multiple posts, but only 1 can be active at a time. Toggle the visible switch and then select Discovery to view matches. Teams can select Discovery at any time to view their mentor matches. Lead Coaches with more than 1 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 1 or 2, they can also create a team post. A person can toggle between their mentor and team options 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. FIRST emails users with unread messages once per day to notify them of the message.
Can I block or report someone who messaged me?
In the message settings, click the ellipsis to see all the messaging option. You can block a user, delete a message, or report the message. The report option sends the message thread to our youth protection department to review, and blocks the user.

How do I hide or inactivate my mentor profile?
Use the down arrow next to your user name, 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 inactive my team post?
Click on “Manage Posts” to see all of 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 FIRST Mentor Network and selecting Find Mentor, FIRST Mentor network will ask you to select for what team you would like to create a post. Or, you can navigate to “Manage Posts” and select the “Create Post” button. This will also ask you for what team you would like to create a post.
As a Lead Coach/Mentor, how do I view matches for multiple teams?

If you are a Lead 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 FIRST Mentor Network to find a team for my child?

The FIRST Mentor Network cannot be used to find teams for youth to join. Parents/Guardians logging into the tool can only create a mentor account and find teams to mentor.

Can I use FIRST Mentor Network on a cell phone?

The FIRST Mentor Network has not been fully formatted for mobile device use at this point in time. We recommend accessing a tablet/laptop/desktop for the best experience.