

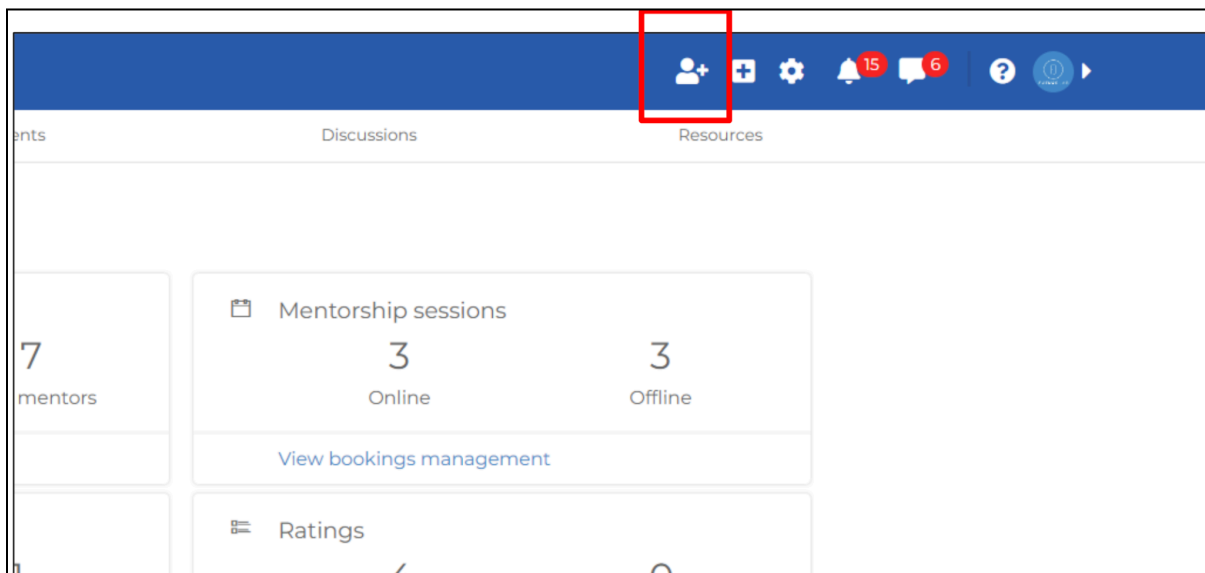
Hi, FirstName!

Since you're a program admin on FutureLab, we've put together a written guide on how you can navigate the FutureLab portal. This way, you can hopefully get onboarded without any hiccups! Keep reading to learn more about the different areas of navigation you'll need to know.

1. USER MANAGEMENT

In this section, you'll learn how to monitor users' account creation and profile completion.

To **invite users**, you'll want to click the "add user" icon on the top right section of your screen.




Here, you'll be able to choose the role for the user you're inviting. For instance, if you're looking to invite someone to become a mentor, you'll want to click the "mentor" option as shown below.

Invite people to GROWTH MENTORS

Admin Portal Admin	→
Mentor Portal Mentor	→
Mentee Portal Mentee	→


Not your user type? You can also [customize your user types](#).


 [Get a sign in link to share with your users](#)

Once you're past the previous step, you'll have two options for invitations; you can either copy the general invitation link to include in your message, or you can cut to the chase by entering specific email addresses for whom you'd like to invite.

Invite **Mentor** to GROWTH MENTORS

Email Address

 [Add another or add many at once](#)

 [Get an invite link to share](#)

[Import members from sub-portals](#)

[See pending and accepted invites](#)

Option 1: General Invitation Link

Invite **Mentor** to GROWTH MENTORS

Email Address

1

[+ Add another or add many at once](#)

[🔗 Get an invite link to share](#)

2

[Import members from sub-portals](#)

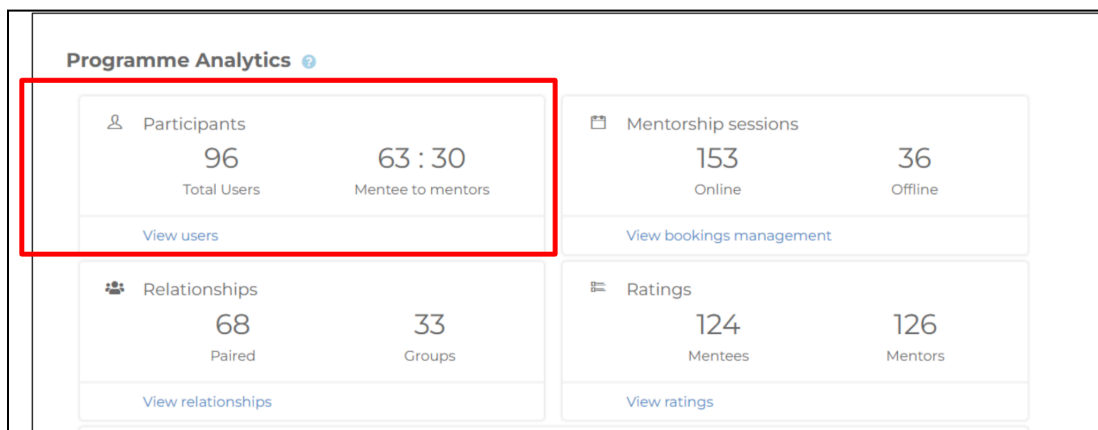
[See pending and accepted invites](#)

Option 2: Invitation via email address

In this next part, you'll learn how to view your program analytics.

You may access the following output using these steps:

Click on the Home button, followed by Analytics, then Participants and **View Users**



Under user management, you'll also be able to filter your users.

To do this, follow these steps:

User Database

Download CSV

Filters

Career Ignite

User Type Industry University

Company Country

Search

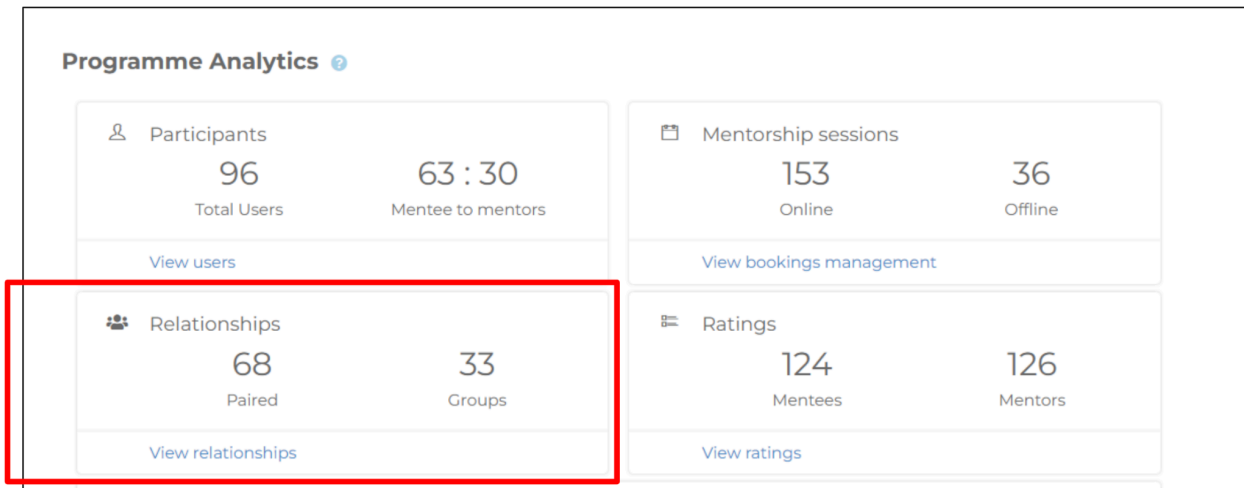
User ID	User Type	Photo	Name	Email	Phone Number	Industry	University
						<ul style="list-style-type: none">• Deep Learning• Agile & Scrum Development• Full-stack software engineering• Team Management	

Type any keyword on the search bar like “mentor” or “mentee”. You can also filter the users based on their industry, company, country and university.

2. PAIRING

Under the same analytics area you explored earlier, you can also see statistics on your program's user relationships.

Similar to the earlier steps, to access your user relationship information, click Home, followed by Analytics, then Relationships and **View Relationships**

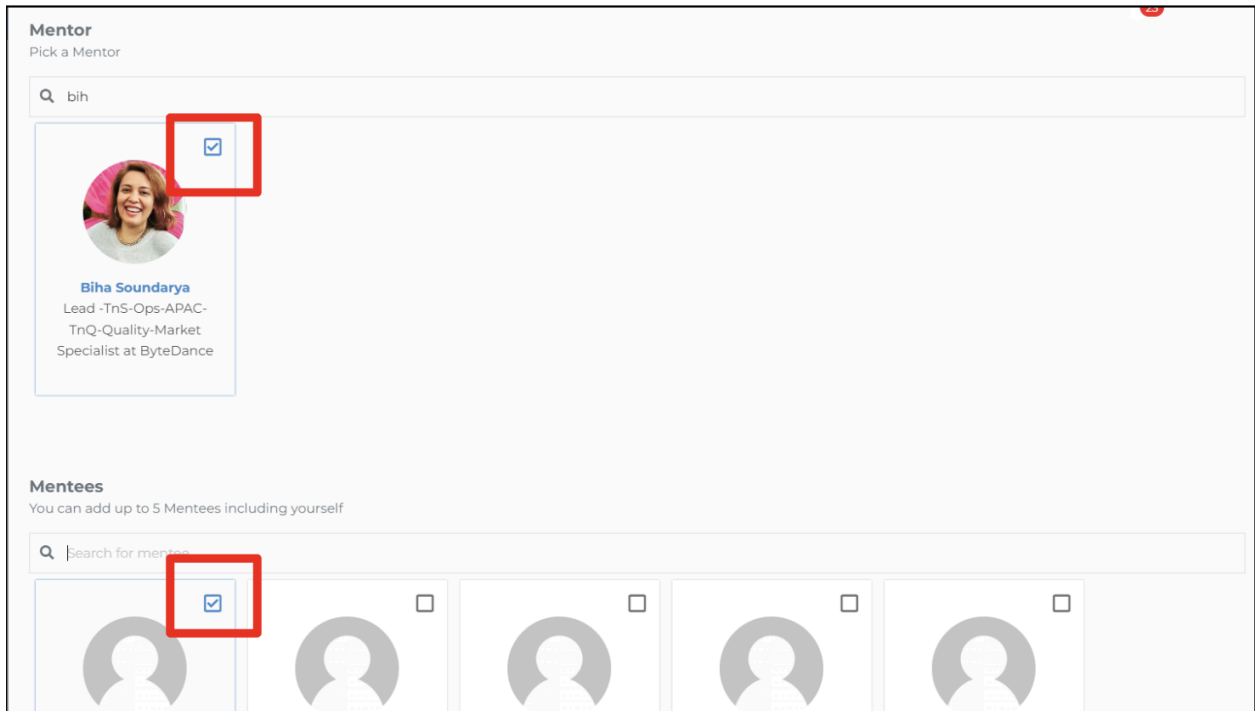


Here, you will also be able to manage your program's participants by creating pairings.

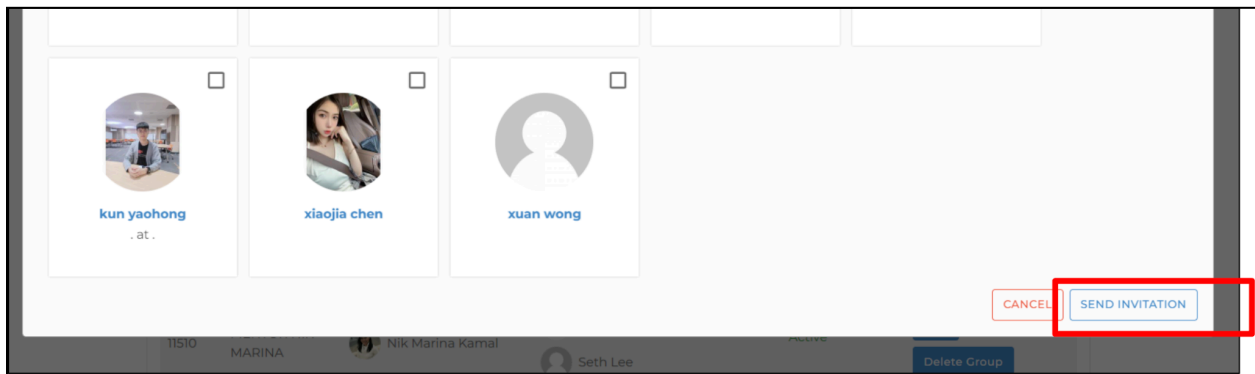
The screenshot shows the 'Manage Groups and Pairings' page. A 'CREATE PAIRING' button is highlighted with a red box. Below the button is a search bar and a table of group pairings.

ID	Mentor	Mentees	Bookings
11531	Joseph Ravindran	Zulkarnain Kashem	0
11528	Jared Chuah	Ye Zea Hew	0
11526	Jun Sheng Tan	Kenneth Vun	0
11518	William Hoi Wei Yuan	Chariya Prakap	0
11512	Nik Marina Kamal	Tan Hong Yi	2
11511	Nik Marina Kamal	Seth Lee	1

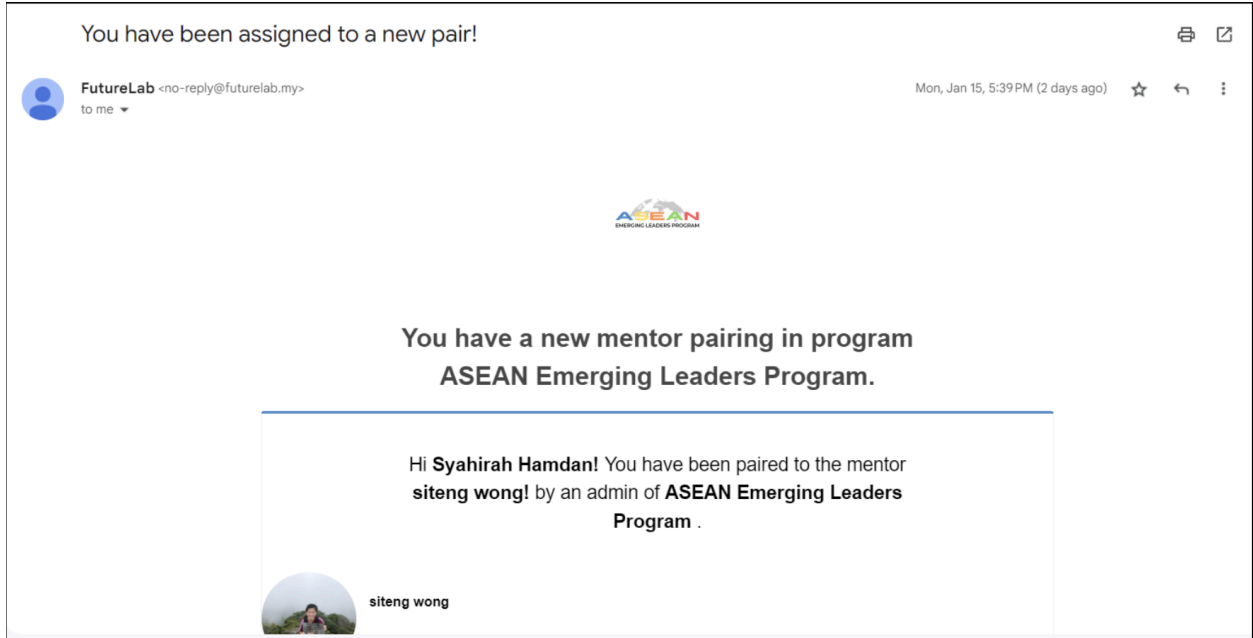
To send out pairing invitations to your chosen mentors and mentees, type the mentor and mentee names, and select their profile as shown below.



At the bottom right of this page, you'll see a button to send invitations. Click the button and your invitations will be sent to your chosen recipients.

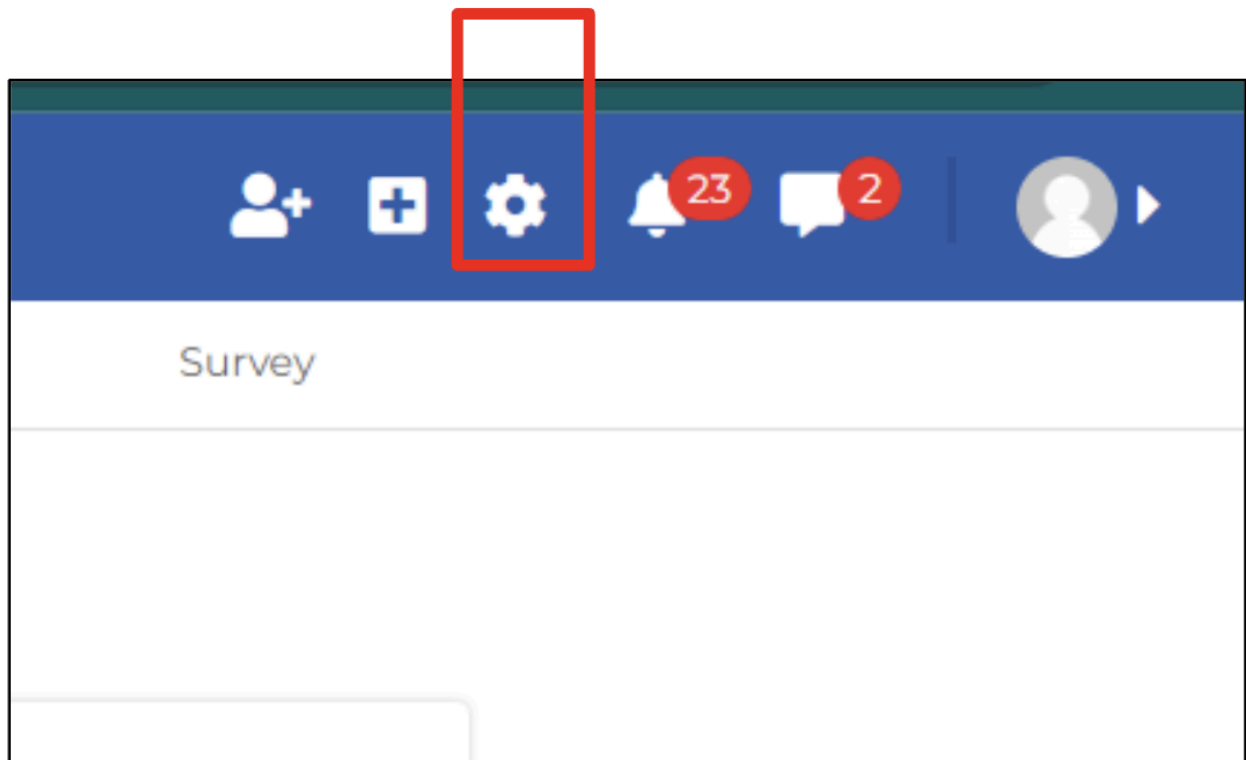


The image below shows you the notification email your paired mentors and mentees will receive.

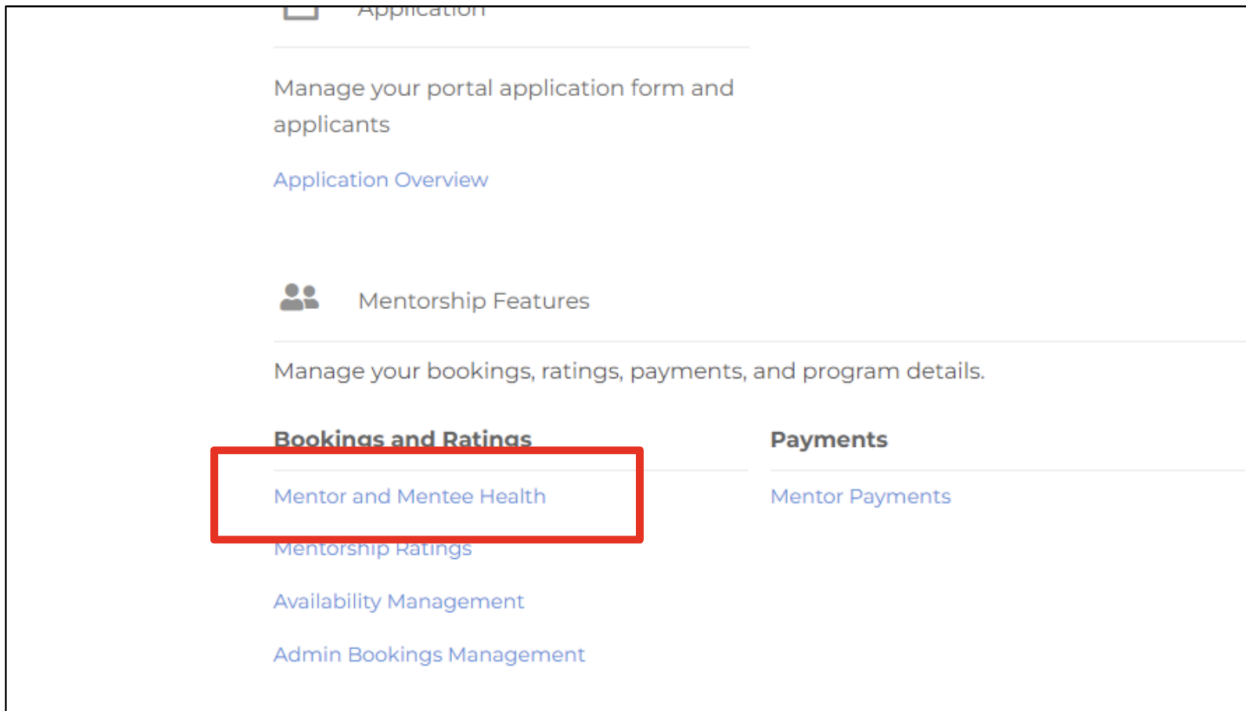


3. Session Monitoring & Impact Tracking (Relationship Health & Feedback)

To access your session monitoring and to track impact, click the settings button next to the home button you explored earlier.



Then, scroll down to Bookings & Ratings and you will see “Mentor and Mentee Health”. Click this.



Here, you will see the one-on-one pairings and their pairing health. Pairing health reflects the number of completed sessions and the feedback provided by the pairs.

The screenshot shows the 'Sessions Management' page with a table of one-on-one pairings. The 'One on One Pairing (68)' tab is highlighted with a red box. The 'Pairing Health' column is also highlighted with a red box. The table lists mentees and mentors, along with their pairing health, reminder status, and session counts.

Mentee	Mentor	Pairing Health	Reminder sent	Confirmed Sessions	Completed Sessions	Mentee Feedback	Mentor Feedback	Avg. Rating	Action
Tze Yoong Teh	Darren Lee Yeu Jyn	🟢	-	5	5	4	5	5 ★	Rating Details
Hanyu Beh	Jeffrey Chong	🟢	-	4	2	2	0	5 ★	Rating Details
Jing Lee	Wei Tao Pang	🟢	-	4	3	3	3	5 ★	Rating Details
Nadia Ravindra	Claire Aw Yong	🟢	-	4	4	4	3	5 ★	Rating Details
Chen Gu	Melissa Lee	🟢	-	4	4	1	4	4 ★	Rating Details
Brian Goon	Claire Aw Yong	🟢	-	4	4	4	3	5 ★	Rating Details

You can also look further into the session rating details by clicking “Rating Details” in the furthest right column.

Sessions Management Search name

Overview (66) One on One Pairing (68) Group Pairing (33)

Mentee	Mentor	Pairing Health	Reminder sent	Confirmed Sessions	Completed Sessions	Mentee Feedback	Mentor Feedback	Avg. Rating	Action
Tze Yoong Teh	Darren Lee Yeu Jyn	✔	-	5	5	4	5	5 ★	Rating Details
Haryu Beh	Jeffrey Chong	✔	-	4	2	2	0	5 ★	Rating Details
Jing Lee	Wei Tao Pang	✔	-	4	3	3	3	5 ★	Rating Details
Nadia Ravindra	Claire Aw Yong	✔	-	4	4	4	3	5 ★	Rating Details
Chen Gu	Melissa Lee	✔	-	4	4	1	4	4 ★	Rating Details
Brian Goon	Claire Aw Yong	✔	-	4	4	4	3	5 ★	Rating Details

Clicking into it will allow you to see how the mentor and mentee have been rated in their sessions.

Rating Details

Mentee: Tze Yoong Teh Mentor: Darren Lee Yeu Jyn

Date Completed	Avg Mentee Rating	Avg. Mentor Rating	Action
14 Oct 2023	5 ★	5 ★	See Details
23 Sep 2023	N/A	5 ★	See Details
02 Sep 2023	5 ★	5 ★	See Details
19 Aug 2023	4 ★	5 ★	See Details
19 Aug 2023	4 ★	5 ★	See Details

You can also read detailed written feedback by mentors and mentees when you click the “see details” option on the right.

Rating Details

Tze Yoong Teh **Darren Lee Yeu Jyn** Session Details

Review submitted on 14 Oct 2023

Feedback
Share the constructive feedback, comments, and improvements that your mentee has presented or showcased.

Tze Yoong has consistently shown proactive engagement in discussions and a willingness to consider different perspectives. He is a wonderful individual with an exceptional personality. I truly appreciated my mentoring sessions with him.

On a scale of 1-5, how receptive was your mentee towards new ideas and suggestions?
★★★★★

On a scale of 1-5, how prepared was your mentee for the session? (Punctuality, Focus, Curiosity)
★★★★★

On a scale of 1-5, how comfortable do you feel speaking to this mentee?
★★★★★

Rating Details

Tze Yoong Teh Darren Lee Yeu Jyn Session Details

Review submitted on 14 Oct 2023

Feedback
Share constructive feedback to your mentor or the qualities you like about him/her.

On a scale of 1-5, how much does this session help you to plan what to do next?
★★★★★

On a scale of 1-5, how comfortable do you feel talking to this mentor? (Ease of conversation, open to hearing your opinions and point of view, open to answering your questions)
★★★★★

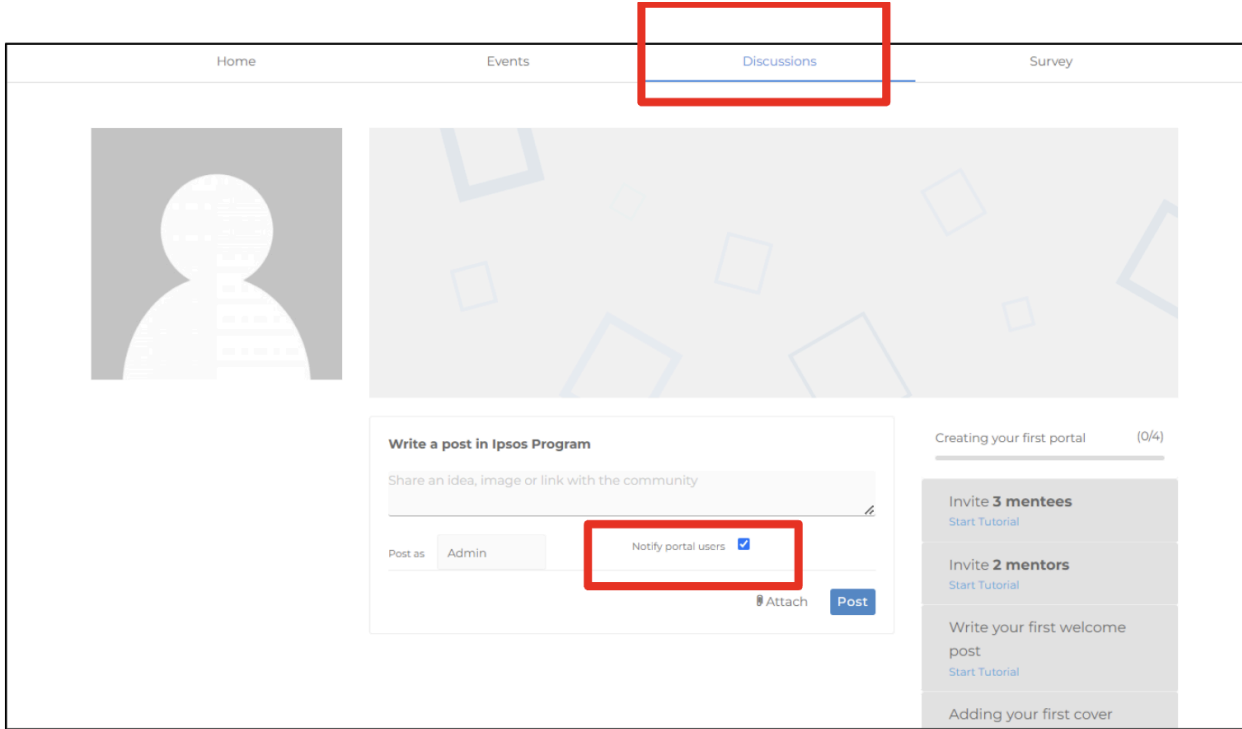
On a scale of 1-5, how much did this conversation help you in achieving your goals?
★★★★★

As shown above, this will allow you to read both the mentee's feedback and the mentor's feedback respectively.

4. DISCUSSION

Finally, we will explore the discussion option on your portal. Here, you will be able to make announcements and notify users on any updates.

Simply click on the discussion button, fill out the text box and tick "Notify portal users" and then "post".



There you go! This wraps up your admin onboarding process. We hope this helps you familiarize yourself with the FutureLab portal a little more. If you have any questions, simply reply to this email and let us know. We're more than happy to assist you in any way we can.