## Calling a Mentor/Mentee

1. When the meeting is scheduled to begin, log in to your Program using your usual username and password.
2. Go to the "relationships" Tab.
3. Click on your Mentor/Mentee you wish to call



1. Click on Join Meeting



1. You should see the Callbox come up on the lower Left-hand side of the screen, hit the Telephone button to start the call.



1. You will then hear a normal ring tone until the other party accepts the call. If the call drops after a short ring or two, it may mean that your mentoring partner isn't logged into the platform yet.
2. Once the conversation has wrapped up, click on the red phone icon to disconnect.
* As the caller, you will be able to navigate the website freely.
* Make sure you do not close the window the call is placed in; otherwise, it will drop the call prematurely.
* Two parties cannot call each other at the same time

## Accepting a call from a Mentor/Mentee

1. When the scheduled meeting is about to start, log into the MentorCity platform.
2. Once a call comes through, you will receive a message stating the caller's name.



1. Click on the Blue Phone Icon to accept the call.



1. Once the conversation has wrapped up, click on the red phone button to disconnect.



* As the receiver of a call, do not close the window/tab that the call is on. Doing so will disconnect the call prematurely.
* At the time you are expecting a call, make sure only to have one tab open.
* To navigate the platform freely, open another window/tab in your browser.
* Two parties cannot call each other at the same time

## The Interface

1. Start call – Accept the call, or place the call
2. Mute – Mute your microphone.
3. End Call

