

# FAQs Upnotch - Updated

To make it easier for you to find the answer to your question, we recommend using the "Find" function on your device (Ctrl+F or Command+F). This will allow you to quickly search through the FAQs for the information you need.

If you're using a mobile device, we recommend checking that you have the latest version of the Upnotch app. You can do this by going to the App Store (iOS) or Google Play (Android) and searching for Upnotch. Make sure to update the app if there is a newer version available.

## Onboarding

### **Q: The link in the email I received from Upnotch is not working, what should I do?**

A: First, make sure you are using the same device that you used to create your profile. If you created your profile on mobile, you need to click the link on mobile. If you created it on a web, you need to click the link from your computer.

If the orange "Sign In to Upnotch" button in the email does not work, try copying and pasting the URL under it into your browser.

If you are still experiencing issues, please contact support at [support@upnotch.com](mailto:support@upnotch.com) with the following information:

- Let us know if you are using web or mobile
  - If web, which browser are you using
  - If mobile, which device (iOS/Android)
- A screenshot or screen recording to help us identify the issue
- The details of what you were trying to do and the steps you took before encountering the issue
- Your phone number so we can reach you
- The email address you used to log in to Upnotch

### **Q: What does department mean on the Upnotch platform?**

A: Your department refers to your personal industry or field of work. For example, if you are a lawyer working at Coca-Cola, your personal industry would be law, while the company's industry would be food and beverage.

**Q: My department is not listed, what should I do?**

A: If your department is not listed, please select the closest department that applies and contact our team. Each month we make small improvements and will let you know once it has been added.

**Q: Why does my profile need to be approved?**

A: We are curating the experience for each member on the Upnotch platform. Our team approves a set amount of profiles each week. Once your profile is approved, you will receive an email notification.

**Q: Can I have multiple mentorships with multiple people?**

A: Yes, you can! In fact, we encourage you to do so. You can have as many mentors and mentees as you wish. Upnotch was created to help you build your personal advisory board.

**Q: Can I be both a mentor and a mentee on the Upnotch platform?**

A: Yes, you can be both. You can share your knowledge with mentees while also gaining knowledge from connecting with mentors.

When you first create your Upnotch profile you will be asked to choose, either join as a Mentor or as an Ambitious Professional. You can add the other one once your profile is complete.

**Simply go to Menu > Become a Mentor/Ambitious Professional.**

**Q: I am currently unemployed, what should I add to the current employment section of my profile?**

A: You cannot skip this section. You should add your past employment if you are currently unemployed. Once you have finished creating your profile, you can then go back to your profile and edit your employment.

**Q: The logo of my company is outdated, can I update it on the Upnotch platform?**

A: Yes, you can update it. Please contact us at [support@upnotch.com](mailto:support@upnotch.com) with the current logo, and we will update it for you.

**Q: Can I connect a calendar other than Google Calendar to my Upnotch account?**

A: Currently, you can only connect your Google Calendar, but we are working on adding support for other calendars in the future.

**Q: Is my data protected on the Upnotch platform?**

A: Yes, please review our [Privacy Policy](#) for more information on how we protect your data or go to **Menu > Settings > Privacy Policy**

**Q: I don't see my location on the Upnotch platform, what should I do?**

A: If your exact location is not listed, please enter the closest metropolitan area or add your state and country. If you live outside the US, you can add your country.

## My Profile

**Q: Should I add past employment and education to my profile on Upnotch?**

A: Yes, it is recommended to add as much information as possible to your profile. This helps our AI matching algorithm match you with suitable mentors or mentees.

**Q: I don't want people to know a specific person is my mentor. Can I hide it from my board?**

A: Yes, you can hide the mentor's name from your board by going to your profile. **Menu > My profile > Mentorships**, and clicking on the eye icon next to your mentor's name. This will make it visible only to you.

**Q: When should I update my mentorship goals on Upnotch?**

A: You can update your mentorship goals at any time based on your needs. The "Explore" tab on the platform is curated based on your mentorship goals. To update your goals:

Mentor: **Menu > Settings > Manage myself as a mentor > My current selection > Update.**

Mentee: **Menu > Settings > Manage my goals > My current selection > Update**

**Q: I am at capacity and cannot take on any more mentees. How can I stop other mentees from scheduling sessions with me?**

A: You can turn off your availability when you are at capacity and turn it back on when you are ready to take on more mentees. This will ensure that you do not appear in any search results and mentees will not be able to schedule sessions with you.

**Menu > Manage myself as a mentor > Enable *Temporarily disable me as a mentor***

Note: Be sure to turn it back on when you have availability to make sure mentees can search for you again.

**Q: Can Upnotch help me write my bio and superpower?**

A: Yes, we are happy to help you write your bio and superpower. Reach out to us at [support@upnotch.com](mailto:support@upnotch.com) and we will have your bio ready for you within 1-3 days.

**Q: What is my superpower on Upnotch?**

A: Your superpower on Upnotch refers to your unique and specialized skills that you bring to the workplace. If you need help identifying or writing your superpower, reach out to us at [support@upnotch.com](mailto:support@upnotch.com).

**Q: Someone gave me praise on Upnotch that I don't want anyone to see. Can I hide it?**

A: Yes, you can hide the praise by clicking on the eye icon next to the praise on your profile. This will make it visible only to you. Go to **Menu > My Profile > Praise > click on the eye icon**

## Board

**Q: What is my board on the Upnotch platform?**

A: Your board is where you can keep track of your mentorship relationships. You can see your mentors and mentees, while tracking your progress.

**Q: What is the difference between "My People," "My Mentors," and "My Advisors" on my board?**

A: "My People" refers to mentors or mentees with whom you have had 1-2 sessions. "My Mentors/My Mentees" refers to mentors or mentees with whom you have had 3-6 sessions. "My Advisors/ Advising" refers to mentors or mentees with whom you have had 6 or more sessions.

**Q: How can I add a mentor/mentee to my board on Upnotch?**

A: Your mentors/mentees will automatically be added to your board after you have scheduled a session with them. If you have a session outside of Upnotch, remember to log it on the platform so that it will be added to your board. **Menu > Sessions > Log a session**

**Q: Can I log a session if it wasn't on Upnotch?**

A: Yes, you can log a session that was *not* scheduled on Upnotch. If you meet outside of Upnotch and do not log the session, it will not be added to your board. To log a session, go to **Menu > Sessions > Log a session**

## Sessions

**Q: How do I schedule a session with a mentor on Upnotch?**

A: To schedule a session, go to the profile of the member you would like to schedule a session with, click on "Book an Intro Session," select a time slot that works for you, and send the request. The member will receive a notification on Upnotch and an email to notify them of your request. You will be notified once they accept or decline your request.

**Q: How do I schedule a session with a mentee on Upnotch?**

Upnotch is designed for mentees to schedule sessions with mentors. If you are a mentor and would like to book a session with a mentee, try reaching out to them first and then asking them to book a session on your calendar. Alternatively, you can schedule a session outside of Upnotch and then log it after it occurs. To log a session **Menu > Sessions > Log a session**

**Q: The mentor I want to schedule a session with doesn't have any availability on their profile. What can I do?**

A: If the mentor doesn't have any availability on their profile, you can message them to inquire about their availability. Click on the orange "+" button, select "Message," and send a message to the mentor to ask about their availability. You can also check your calendar to make sure there are no conflicts with your schedule.

**Q: How do I reschedule a session with my mentee/mentor if they don't have matching availability?**

A: If the mentor or mentee doesn't have matching availability, you can try to schedule the session outside of Upnotch. Remember to log the session on Upnotch after it takes place so that it can be added to your board. **Menu > Sessions > Log a session**

**Q: Where can I see my upcoming sessions on Upnotch?**

A: You can see your scheduled sessions by going to **Menu > Sessions**. There you will see pending, upcoming, and past sessions.

**Q: I see that my mentor accepted the session request and I see it in my Google Calendar, but it still appears as "Pending" on Upnotch. Was it confirmed?**

A: Yes, your mentor did confirm the session, but they still need to accept it on Upnotch. They will be reminded to do so and you can send them a message to confirm. You can ask your mentor to log into Upnotch and go to **Menu > Sessions > accept the pending session**.

**Q: I can't find the message I sent to my mentor while scheduling our session in my inbox.**

A: When you schedule a mentorship session, you attach a personal note for the mentor to know why you scheduled with them. If you want to view the message, you can go to **Menu > Sessions** and you will find the message there. These messages are not added to your "inbox" on Upnotch.

**Q: I had a first session with a mentor. What should I do next?**

A: After your first session with a mentor, we recommend giving them praise. Go to their profile and click the orange "+" button and select "Give Praise." You can give praise to the same member multiple times. Additionally, you can schedule another session with your mentor by visiting their profile and selecting "Book a Session."

If the session didn't occur on Upnotch, you can log the session on the platform to keep track of your progress by going to **Menu > Sessions > Log a session**. Remember to give your mentor praise and consider scheduling another session to continue your mentorship.

**Q: I can't click "Confirm" on a member's profile when scheduling a call. Why?**

A: This is a known bug on our end for older users. Make sure that you have added your current or past employment in your profile. When you schedule a call, a personal message is automatically generated using the information on your profile. If you don't have any employment information added, you won't be able to schedule a session.

**Q: How can I add my preferred method of meeting on Upnotch?**

A: Currently on Upnotch, as a mentee, you can add your personal zoom link which will display as your preferred method for when others schedule a call with you. If the mentor hasn't added their zoom link, we will use your saved link. If both users have saved their zoom links, the mentor's link will be given preference. To add your zoom link, go to **Menu > Settings > Video call settings > Enter your meeting ID**. This way, when you schedule a session with a mentor, the meeting link will be automatically generated.

Note that to protect your privacy, your meeting ID will only be displayed the day of the scheduled session.

## Suggestions

### Q: I can't find the right mentor for me. What should I do?

A: If you're having trouble finding the right mentor, you can request hand-picked suggestions from the Upnotch team. Go to **Menu > Suggestions** and provide details about what you're looking for. You'll receive your top suggestions within 48 hours.

### Q: I can't see the suggestions I was sent anymore. Why?

A: Suggestions expire after 14 days. If you want to keep a mentor in mind for a later date, you can save them by clicking the "Save" button on their profile.

### Q: How many suggestions can I get?

A: We recommend requesting 3 suggestions at a time, but you can ask for more. Be sure to provide as many details as possible about what you're looking for in a mentor.

### Q: I booked a session with one of my suggested mentors and I can't see them in the suggestions anymore. Why?

A: Suggestions automatically disappear once you take action, such as booking a session or sending a message. If you book a session you can find that mentor under **Menu > Session** if you sent a message you can find it at the bottom **Navigation bar > Inbox**

### Q: What should I do if I don't like any of the suggestions?

A: If you're not satisfied with the suggestions, you can dismiss them and request more. You must dismiss or take action on all suggestions before you can request more. If you want to keep a member in mind for a later date, you can save them to your profile.

## Communities

### Q: What's a Community on Upnotch?

A: Community is a feature on Upnotch that allows members to create or join a Community, a group of people with shared interests or goals. Members need to be invited or approved by an Admin to participate. In a Community, members can post updates, photos, as well as interact with one another through comments and direct messages. Communities can be used for a

variety of purposes, such as discussing a specific topic, sharing information, or organizing events.

**Q: Can I join any community?**

A: You can request to join any community and will need to be approved by the community's admin.

Note: Some communities are private and created for specific companies.

**Q: What can I use the communities for?**

A: Communities on Upnotch are a great way to connect with other members who have similar interests and goals. You can use the communities to share tips, ask questions, and interact with other members. Additionally, you can discover members with similar interests and possibly find a mentorship relationship within the community.

**Q: Can I invite other Upnotch members to join a community?**

A: Yes, as a community admin, you can invite both members who have joined Upnotch and members who have not yet joined Upnotch to join your community. To invite members, go to the Admin panel > Menu > Invite > Click the orange button "invite people." This will allow you to send an invitation to members via email to join your community on Upnotch.

**Q: Can I invite people who are not members of Upnotch to join a community?**

A: Yes, non-members can join a community by creating a profile on Upnotch and then requesting to join a specific community. If you would like to invite non-members to your community, you can contact the community administrator and ask them to send an invitation through the admin panel. To invite members, go to the Admin panel > Menu > Invite > Click on the orange button "Invite People." This will enable you to send an invitation to members via email to join your community on Upnotch.

**Q: Can I create a community?**

Yes, you can create a community on Upnotch. If you would like to create a community, please contact [support@upnotch.com](mailto:support@upnotch.com) and a team member will assist you in getting started.



**Q: Can I create an event in the community?**

A: Only admins can create events in the community. To create an event in your Community simply go to **Events > create event**. All members in your community will be notified of your upcoming event.

**Q: How do I upload media in the community? (I.e. PDF)**

A: Only admins can upload media in the community. To add media to your community simply go to Media > click the + button > select the media you want to add.

You can then select the media you want to add. Note that currently, you can only upload media in the form of links (e.g. Google Docs, websites, Dropbox links, etc.).

**Q: Are communities free?**

A: Yes, Upnotch offers free communities for members to interact with individuals who share similar interests, backgrounds, or work for the same company. Paid versions of communities, which include access to specific reports and data, are also available. For more information, contact [support@upnotch.com](mailto:support@upnotch.com).

## Invite Friends

**Q: Can I invite others to join Upnotch?**

A: You can invite others to join Upnotch in several ways: through word of mouth, sharing about Upnotch on social media, or directly through the app. To invite friends through the app, go to the **Menu > invite friends**. You can then choose to invite them via email or SMS. If you know someone who would make a great mentor or could benefit from having a mentor, we encourage you to invite them to create a profile on Upnotch.

## Settings

**Q: Can I connect my Google Calendar to Upnotch?**

A: Yes, you can connect your Google Calendar and we encourage you to do so. When you connect your calendar we'll look for events in your schedule to prevent double bookings. To connect Google Calendar, go to **Menu > settings > set your availability** and you will be able to connect and manage your calendar.

Note: If you have created your Upnotch profile using an email address, you can still connect a calendar that is linked to a different email address.

### Q: How do I delete my profile?

A: If you wish to delete your profile, you can do so by going to the **Main > Settings > Delete my account**. Please be aware that once your account is deleted, it cannot be restored and all the data will be permanently removed.

## Explore & Search

### Q: How can I find a mentor on Upnotch?

A: You can find a mentor on Upnotch by browsing through the profiles of members from the Explore tab. You can filter your search by industry, location, interests, and more to find the best fit for you.

If you are unable to find the right mentor, you can also request hand-picked suggestions from our team by going to the **Main > Suggestions**, and providing details about what you are looking for. You will receive your top suggestions within 48 hours.

### Q: How do I save mentors/mentees I am interested in?

A: To save a mentor or mentee, go to their profile and click on the bookmark icon. They will automatically be saved to your saved folder.

### Q: Where do I find the mentor/mentees I saved?

A: To access your saved mentors and mentees, go to the Members tab and select the filter option. Enable the toggle for "Saved Profiles Only" and then select "View Results". This will show you all the members you have saved.

## Direct Messaging

### Q: How can I archive or delete a conversation?

A: To archive or delete a conversation, go to your messages and select the conversation you wish to archive or delete. From there swipe left on the message. You will have the option to archive or delete the conversation.

Note: If you delete a conversation, it will be permanently removed from your inbox and cannot be recovered. Archiving a conversation will move it to the archived folder, and it can be accessed and unarchived at any time.

**Q: How do I edit a message I already sent?**

A: To edit a message, go to the message thread where the message you wish to edit is located. Tap and hold on the message you want to edit. A menu will appear with options to “ Reply” "Edit" or "Delete" the message. Select "Edit" and make the desired changes to the message. Once you are finished, select the checkmark to send the message.

## Account Information

**Q: How do I get a verified (blue check) profile?**

A: Members can have their profile verified (blue check) by scheduling a quick 15 minute call with a member of our team to answer a few questions and for us to better get to know you.

**Q: How do I change my email?**

A: At this time users are unable to change the email associated with their account. If you would like to delete your account and create a new account with a new email please contact our support team at [support@upnotch.com](mailto:support@upnotch.com)

## Configure Notifications

**Q: How do I turn on my notifications for my phone?**

A: Users can go to general settings on their phone > Notifications > Search Upnotch and select how they would like to receive notifications. We recommend lock screen, notification and banners turned on to have the best user experience.

## Report a Problem

**Q: How do I report a user?**

A: If you are having problems with another member we ask that you contact our support team at: [support@upnotch.com](mailto:support@upnotch.com)

**Q: Something weird is happening with the app/web, what do I do?**

A: If you are having technical difficulties we ask that you contact our support team at: [support@upnotch.com](mailto:support@upnotch.com)

## Other

**Q: How do I know if I am ready to mentor?**

A: If you have specific knowledge or expertise that you would like to share, while dedicating one hour per month to help others solve challenges then we encourage you to become a mentor.

Menu > Become a Mentor and select your mentorship preferences.

We'll ask you to select the goals and topics you feel passionate about and set up your availability.

## Questions to add:

**Q. Can I edit the information about my company?**

If you feel information regarding your company is incorrect on the company page, please contact us at [support@upnotch.com](mailto:support@upnotch.com) and we'll gladly assist you.

**Q. I onboarded as a mentor, but I would also like to find a mentor as well. How can I have my profile set to both?**

A: Yes, you can absolutely be both a mentor and find a mentor on Upnotch. To do so, click **Menu > settings > manage my goals** (to become a mentee) or click **Menu > become a mentor**.

Let us know your mentorship preferences and what your passion about. Once you've made the changes, we'll curate your explore page with AI-suggested matches.

**Q: I sent a request to a mentor and they never responded. What should I do?**

A: If you sent a request to a mentor and they never responded, it's possible that they may have their notifications turned off or are unavailable at the moment. We recommend reaching out to them again via their inbox to ensure that they received your request. If you still don't get a response, it's a good idea to reach out to multiple mentors on the platform to find the best fit for your mentorship needs. Additionally, consider setting follow-up reminders for yourself to check

in with the mentor and reiterate your interest in their mentorship. Remember to be patient and respectful as mentors are also busy individuals who may have other commitments.