



FAQs

What should I do first?

Fill in your profile so that people can find out more about you. Everyone on this platform has a personal profile, so that information about themselves can be shared to other members and prospective mentors/mentees. Please take the time to complete your profile so that others can learn more about you. If you signed up through LinkedIn, details will be pulled across from your profile. Please be aware that this is a one-time snapshot; if you subsequently update your LinkedIn profile, it won't automatically update on your profile. To update this, you will need to re-sync your profile. To do this, click the down arrow next to your profile picture from the top right-hand side of the website. Next, choose the 'settings' option. Under the account tab, you will see the option to sync or disconnect your LinkedIn profile.

I was already a member of the original Pembroke Online Community, so why do I need to re-provide my data?

Content from the free text 'Mentoring' and 'Bio' sections of your profile will be automatically populated from the legacy site over the coming weeks, so do feel free to leave these sections blank if you have already provided them, but if any of your information has recently changed now is an excellent opportunity to update it, as well as to provide your mentoring preferences. For further guidance on what these sections should contain, see **'What goes in the About Me Field'** and **'What goes in the Why I want to Mentor Field'** below

Why do I need to update my mentoring profile?

If you are signing up as a mentor, make sure you have read our ['Guidelines for Mentors'](#). Alternatively, if you are searching for a mentor, read our ['Guidelines for Mentees'](#).

To optimise our enhanced search functionality and make it easier for prospective mentees to be matched with suitable mentors, we encourage you to update your mentoring preferences by selecting all the ways in which you are happy to help. When volunteering to help, you choose from a list of 'services', ranging from taking a few questions over email to offering informal work placement/shadowing opportunities. You are in control and can modify your offered 'services' or pause your involvement at any time.

What goes in the Why I Want to Mentor Field?

Please write a brief statement here about the experience you have which might be of value to potential mentees. You can also provide more detail about the type of mentoring you can offer, the sort of advice you can give, why you like helping people, etc.

What goes in the About Me Field?

Under the **Bio Field** section, you might like to include information such as what your job involves, the size of your organisation and details of your career path and your career development plans for the future (or if you are still unsure, what you are hoping to get out of the experience of being part of this community).

Hmm, I'm not sure I want to be a mentor or give careers advice.

To change your “Mentor” status, navigate to mentoring option on the left-hand side of the screen, then select settings. Here you can review the ‘offer help’ and ‘offer mentoring’ options and amend the number of students or other members you are willing to mentor at one time.

Why have I not received any mentoring requests yet?

The new and improved Pembroke Online community was soft-launched in March 2023, and more students and alumni will come on board gradually. So please do not get discouraged if you do not receive a mentoring request right away – wait a while because traffic on the Online Community will increase over time. The new platform also offers automatic matches, and the Development Team will run regular ‘mentoring campaigns’ throughout the academic year, so please bear with us.

What next?

Post on the feed, post job opportunities, add your business to the business directory or add any other engaging content that you think will be relevant to the community. Join a group - create a group! We hope this site will allow members from similar industries or with similar interests ways to connect. A great way to do this is through groups. You can start a conversation either by commenting on a post or adding a new post. If there's a group not set up yet that you think other people would be interested in joining, go ahead and set one up. The only thing we'd ask is that Members try and avoid duplicating groups. Please be aware that the administrator in College has to approve a group before it goes live.

There is an opening at my company and I want to advertise it as widely as possible.

Are you or your organisation looking for new employees? You can post a copy of the job advert on the site for everyone to view. However, be aware that the job advert will automatically be removed after the application deadline has passed. If you extend the deadline, you'll need to extend it on the advert or re-post it.

I signed up by email but now want to connect my LinkedIn account to my profile.

Click the down arrow next to your profile picture from the top right-hand side of the website. Next, choose the ‘settings’ option. Under the account tab, you will see the option to sync or disconnect your LinkedIn profile.

Should I use a photo?

Whilst you are not obligated to use a photo, we strongly recommend that you do. People are more likely to reach out to someone when they can “see” the person. Please ensure that the photo you upload belongs to you or is copyright free.

Can I access the Pembroke Online Community on the go?

Yes! We now have a new app-based version. For further information on how to download it, [visit our resources section](#).

You haven't answered all my questions.

We have created a [helpful folder of instructional “How to Videos”](#) for you to understand the full functionality of the various features on this platform.

Removing yourself from the Pembroke Online Community.

If, having signed up, you feel it's not for you, you can cancel your free membership by navigating to your profile settings, and on the account tab, scroll down and select the option ‘Delete Account’.