

QUICK HELP GUIDE: GETTING STARTED

REGISTERING & LOGGING IN

REGISTERING

The password in the first instance will be automatically assigned to you by the system and details will be provided by email once you have been set up.

Upon logging in for the first time you should go to **Settings** and **Change Password** to change your password to something more memorable, for security purposes.

TO REGISTER:

Click on the **Register** button and complete the details on the next page, agree to the terms and conditions and click Register. Your account will be automatically approved.

LOGGING IN:

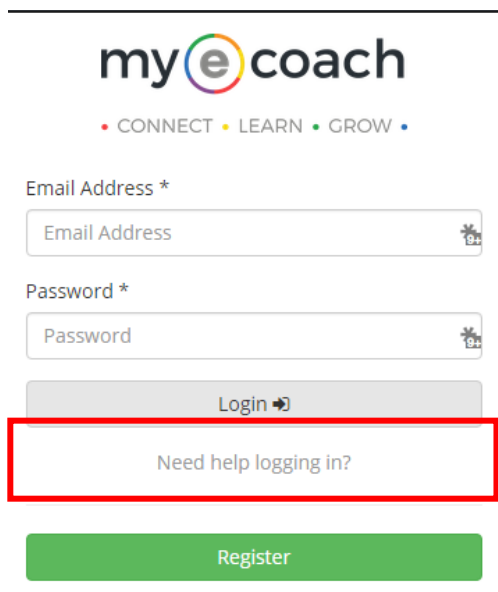
Enter the email address and password you set when registering into the login page, as shown below:

The screenshot shows the myecoach login and registration interface. At the top is the myecoach logo with the tagline 'CONNECT • LEARN • GROW'. Below the logo are two input fields: 'Email Address *' and 'Password *'. Below the password field is a 'Login' button with a right-pointing arrow, which is highlighted with a red rectangular box. Underneath the login button is the text 'Need help logging in?'. At the bottom of the form is a green 'Register' button, also highlighted with a red rectangular box.

NEED HELP LOGGING IN?

RESETTING YOUR PASSWORD

If you have forgotten your password, you can click on the **Reset your password** link within the **Need help logging in?** area. A replacement password will be emailed to you and will need to be changed when you log back in.



The screenshot shows the myecoach login interface. At the top is the myecoach logo with the tagline 'CONNECT • LEARN • GROW'. Below the logo are two input fields: 'Email Address *' and 'Password *'. A 'Login' button with a right-pointing arrow is positioned below the password field. A red rectangular box highlights the 'Need help logging in?' link located directly beneath the login button. At the bottom of the form is a green 'Register' button.

HAVEN'T RECEIVED THE EMAIL?

First of all, **check any spam or junk folders** in case the email has been filtered by mistake. It also might be that the email has got stuck in your organisation's spam filter.

If this does not work, you should ask your IT department to add mye-coach@mye-coach.com to the safe senders list. Once this has been added, please click the **Reset your password** link again to resend the email.

STILL HAVING PROBLEMS?

If you have reset your password and still cannot login, then **email the My E-Coach team** at support@mye-coach.com for assistance, providing your name, email address and details of the problems you're experiencing. We will be happy to help.

HOMEPAGE HELP

There are a number of links from the My E-Coach homepage that you can click on to obtain further information before registering and logging in.

USEFUL INFORMATION

- > [Is coaching right for me?](#)
- > [Mentoring Terms and Conditions](#)
- > [Other development options](#)
- > [What is coaching?](#)
- > [What is mentoring?](#)

FREQUENTLY ASKED QUESTIONS

- [Is there an app I can download for this website?](#)
- [Are there any specific IT requirements for mye-coach?](#)
- [I've registered but I cannot login](#)
- [How can I make sure my information is secure?](#)
- [Will my data be safe and secure?](#)

[See more FAQs](#)

DASHBOARD

Once logged in, all members will have access to their own dashboard. This includes information such as:

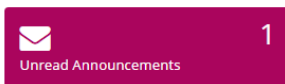
- Last login date / time.
- Your profile picture (if there is no picture uploaded it will be an avatar that shows your initials – first name / last name).
- The percentage complete for your profile – if you hover over this it will show you what else is needed to complete your profile. The more information you add to your profile, the more informed people will be of the skills, experience and knowledge you have to offer.
- Your current visibility settings.
- Large coloured boxes providing information, new actions and areas that require your attention will be shown if relevant to you. See below:

This is your home page where you will be notified of actions requiring your attention.

The top navigation bar is where you can explore things like [searching for](#) and [messaging](#) members, [asking the community](#) a question, [finding a development resource](#) and other useful areas.

To request coaching and mentoring, search for the person you'd like to work with and then make a request through their profile page.

You may also want to utilise the [help documentation](#) by clicking on the blue question mark on each page.



You will also be greeted with the following message, which contains quick links to actions you may want to do next. Simply click on these to take you to the relevant page.

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NAVIGATION HEADINGS

The top navigation menu allows you to search for or perform actions. Simply hover over the relevant menu and then click on the relevant sub menu to go to that page.

Community	Programmes	Resources	
<ul style="list-style-type: none"> Search Members My Messages My Connections Forum 	<ul style="list-style-type: none"> My Requests <hr style="border: 0; border-top: 1px solid #ccc; margin: 5px 0;"/> My Programmes 	<ul style="list-style-type: none"> My Resources Central Resources Add Resource 	<ul style="list-style-type: none"> Edit My Profile My Notification Preferences My Questionnaires My Email Reports Change Password <hr style="border: 0; border-top: 1px solid #ccc; margin: 5px 0;"/> Support Logout

FINDING A COACH / MENTOR

To **find other members**, including Coaches and Mentors, go to the **Community** tab and select **Search Members**. Use the free text **Search** box to look for particular keywords, expertise or a specific name.

To search specifically for a Coach or Mentor, use the field **User Type** to filter for Coach or Mentor.

You can also use the drop downs to search for Coach or Mentor from a specific organisation.

Select **Advanced Search** to narrow your search results down even further. Your results will be displayed below, and you can change how you wish to sort the data.

The **User Type** column informs you whether they are a Coach and/or Mentor.

To view another member's profile and read more about them, click on their name.



Search Members



Search

User Type

Organisation

Advanced Search

Q Search Results 1383 results found - Showing results 1 to 20 of 1383

Name	User Type	Date joined
AA Ava Abigail		17/05/2015
LA Lauren Abigail		04/06/2015
FA Filip Abigail	Coach	24/09/2015

REQUESTING COACHING / MENTORING

Once you have found a Coach or Mentor you would like to work with, you can make a request for Coaching / Mentoring by clicking on the relevant button.



Filip Abigail

Coach

Organisation Details

Organisation: Example Company
 Department: Human Resources
 Grade: Executive

Experience Expertise

Business Coaching
 Executive Coaching
 Leadership Coaching
 Performance Coaching

Qualifications

ILM Level 7







By selecting **Request Coaching/Mentoring**, you will be taken to a page to outline your specific topic areas and request details. Once completed, click **Submit** and your request will go straight to the Coach/Mentor for them to confirm your match. The request details will be transferred automatically to your coaching/mentoring programme details, so you can refer to them throughout your programme of learning.

Request Description

Topic *

Start typing to search for topics or add a new one by pressing enter

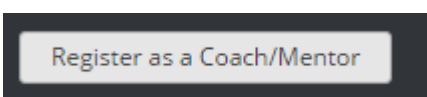
Text *

B *I*      

The description of the request will help form the basis of the programme goal.

REGISTERING AS A COACH / MENTOR

You can also make a request to become a registered coach or mentor on this site by clicking the button in the top navigation bar.



After clicking the button, select which options are relevant to you. Your request will need to be confirmed and you may also need to complete a questionnaire before your registration can be completed.



Register as a Coach / Mentor

You are about to register as a Coach / Mentor.

When you register, an email will be sent to the administration team who will process this application.

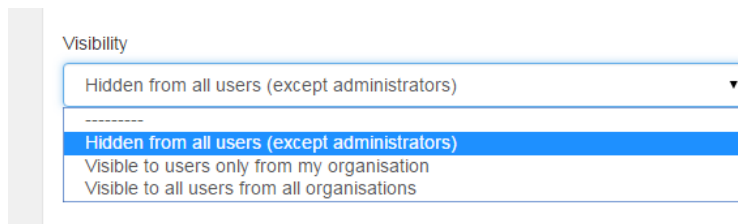
User Type Coach
 Mentor

OTHER QUICK TOP TIPS

VISIBILITY SETTINGS

An important section of the edit profile area is the **visibility settings**, found on the **Contact Details** tab. You can select who you are visible to, which will determine if you can be found when another member searches all members.

Your current setting is shown on your dashboard. Clicking on the link from the dashboard will take you directly to your edit profile area so you can change as appropriate. Note that **the default for all new members is 'visible to all users'** and the 'users can message me' box is pre-ticked.



Visibility

Hidden from all users (except administrators) ▼

Hidden from all users (except administrators)

Visible to users only from my organisation

Visible to all users from all organisations

You will also need to decide whether other members can message you or not, by selecting / de-selecting this box:

Users can message me

Users within your visibility settings will be able to send you a message


HELP PAGES

On every page you will find additional information and support, by clicking on the **blue question mark** icon in the top right of the page:



FREQUENTLY ASKED QUESTIONS

As well as the help icons, there is a **Frequently Asked Questions** area. You can access this either from **clicking on the link in the page footer**, or from **within the help page area** having clicked on the blue icon. (See next page for graphic).

 [Frequently asked questions](#)

Further Help

[mye-coach Help](#)
Online help documentation.

[Frequently Asked Questions](#)
FAQs about mye-coach.

ADVANCED SEARCH

On many of the search pages, you can refine your search criteria by clicking on the **Advanced Search** link in the top right corner of the screen (underneath the help icon).

This will provide additional drop down fields you can use to select what you are looking for more specifically.