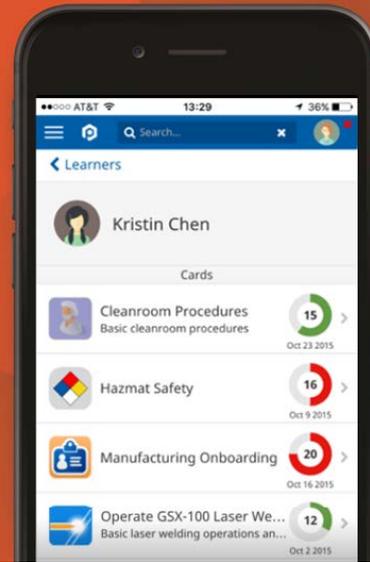


# Mentors Guide

## *Pract.us Basics for Mentors*



**This guide helps Mentors get the most from the Pract.us app. For more detailed help with other Pract.us roles, see these additional guides:**

Getting Started

Skill Authors Guide

Managers Guide

Card Authors Guide

Learners Guide

Team Admins Guide

### Topics in this Guide

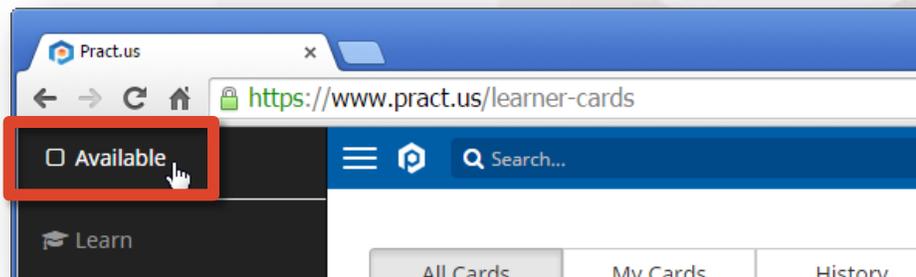
- [Your role as a Mentor](#)
- [Being available](#)
- [Signing off a skill](#)
- [The Mentor View](#)
- [Getting help](#)

### Your Role as a Pract.us Mentor

As a Mentor in Pract.us, your role is to determine when Learners have successfully mastered their skills. You may help the Learner during the preparation phase. You may want to share additional information with Learners, such as your own experience, tips, advice, or anything else you think appropriate. You may also quiz Learners to make sure they've fully absorbed the new Skill. In signing off the Skill, you are personally endorsing their ability to perform the task, so you'll want to be sure they know what they really need to know!

### Being Available for Learners

1. As a Mentor, you are a primary resource for Learners. It's important that you regularly make some time available so they can meet with you, ask questions and learn from your experience.
2. You can easily notify Learners that you're available by opening the slide-out menu and selecting **Available**, shown below in the **orange** rectangle below.



*Choosing Available status from the slide-out menu*

3. You can also share your availability by clicking on your avatar in the upper right corner of the screen. When you're available a green square will show next to your avatar.

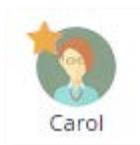


*Carol is not available*



*Carol is available*

4. When you make yourself available, your Mentor avatar will have a **gold** star on it when Learners look at their cards. Also, Learners who are following you will get a notification that you've become available.

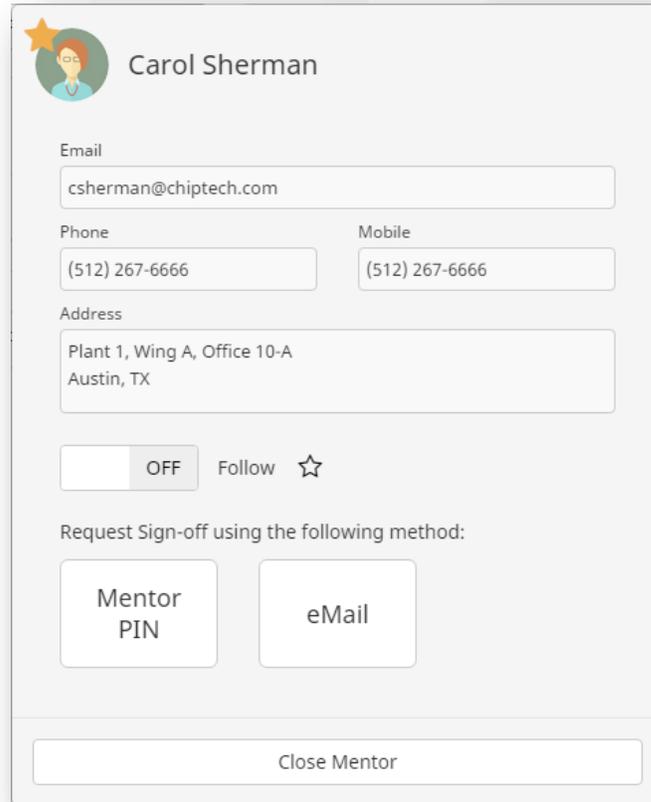


*< How a Learner sees an available Mentor*

### Signing Off a Skill

1. When you've worked with a Learner and feel that it's time to sign off the Skill, the Learner will select your avatar on his or her device and the Mentor popup window will appear.
2. Pract.us offers a variety of sign-off methods and will continue to add more in the future. Your Team Admin will decide which methods can be used in your Team. In the example below, **Mentor PIN** and **eMail** are the two sign-off methods available in the ChipTech team. If you select PIN, you'll enter

your PIN directly into the device. If you select email, you'll receive an email with a URL link that enables sign-off.



A screenshot of a mobile app popup for a mentor named Carol Sherman. The popup is white with a light gray border and contains the following information:

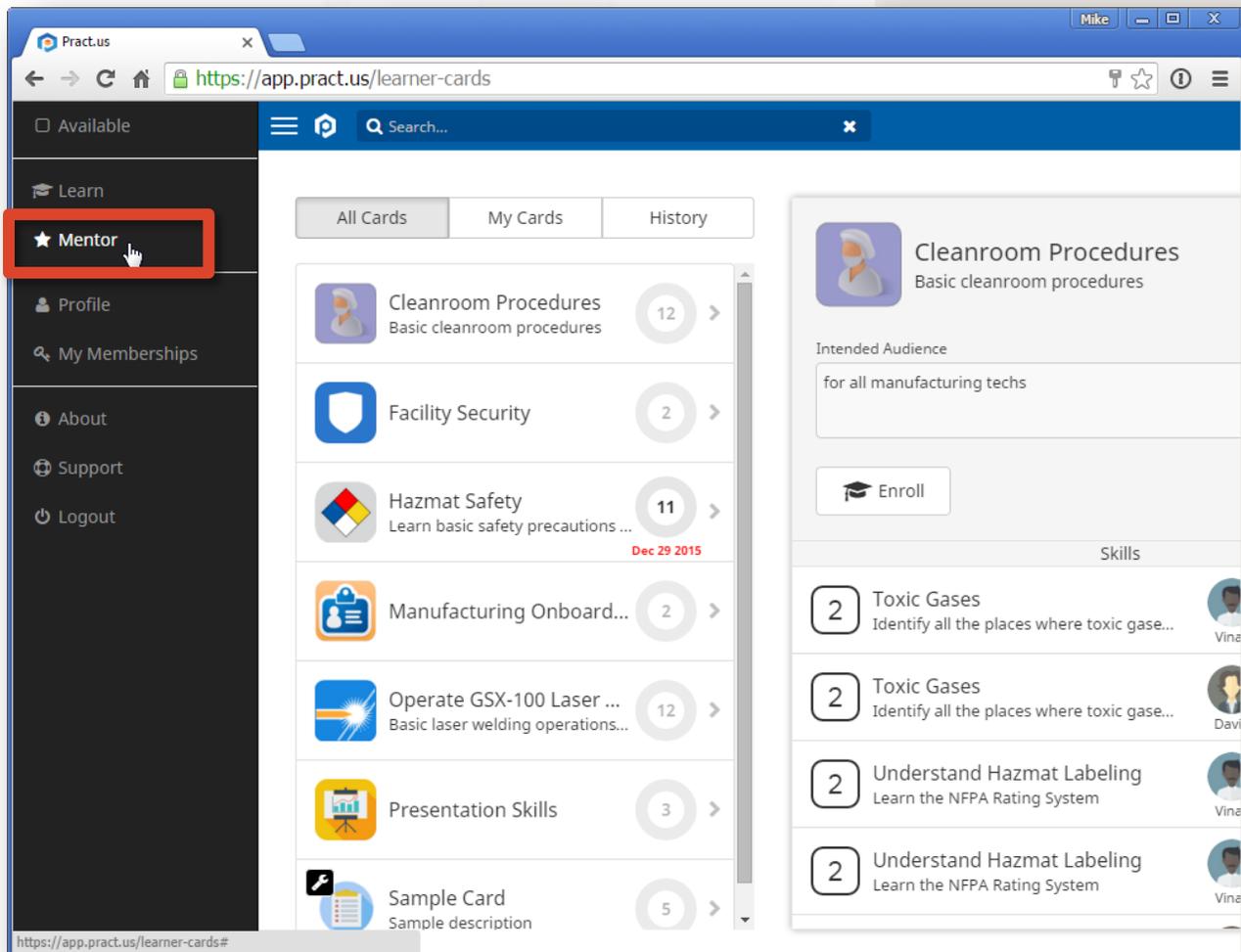
- Profile:** A circular profile picture of Carol Sherman with a star icon above it, followed by the name "Carol Sherman".
- Contact Information:**
  - Email:** A text input field containing "csherman@chiptech.com".
  - Phone:** A text input field containing "(512) 267-6666".
  - Mobile:** A text input field containing "(512) 267-6666".
  - Address:** A text input field containing "Plant 1, Wing A, Office 10-A" and "Austin, TX".
- Follow Status:** A toggle switch labeled "OFF", followed by the text "Follow" and a star icon.
- Sign-off Method:** The text "Request Sign-off using the following method:" is followed by two buttons: "Mentor PIN" and "eMail".
- Close Button:** A button at the bottom labeled "Close Mentor".

*Mentor popup, containing contact info and sign-off options*

3. In order to use the Mentor PIN sign-off method, you'll need to create a PIN in your Profile. Go to **Profile > Credentials** to set it up. It must be a four-digit number. Be sure to keep your PIN a secret!
4. Other sign-off methods may be available in your Team, such as eMail. A Learner may choose to request a sign-off via email if the two of you can't meet face-to-face and use the PIN method. Or, the email method can be useful to formalize a sign-off performed at an earlier time, or in a place where the Learner had no web-enabled device handy. If the Learner requests sign-off via email, you'll receive an email with two links: one to Approve and one to Reject the request. Clicking either will open your browser and ask you to sign in to Pract.us (if you don't already have an open session).

### **The Mentor View**

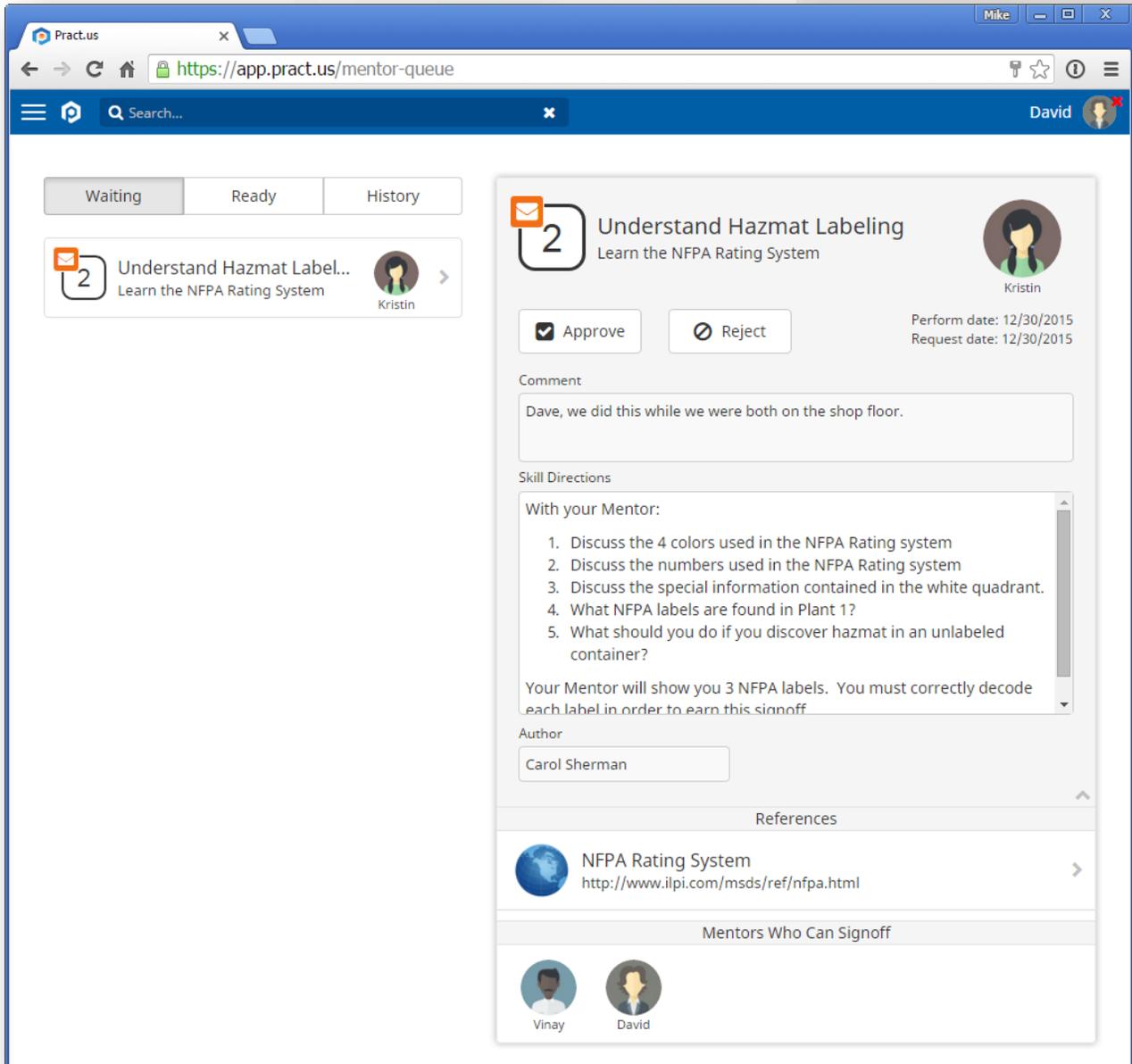
Pract.us gives Mentors a special set of pages in the app. To see these pages, select **Mentor** from the black slide-out menu, as shown below in the **orange** box:



*Mentor menu option*

You'll only see the Mentor menu option if you have the Mentor role in your Team. These pages allow you to do the following:

1. You can see a list of all sign-off requests that are waiting for your action. This list contains only those sign-off requests that you have received but not yet approved or rejected. Any sign-offs you provided using instant methods such as PIN won't be shown here because they're not awaiting any action on your part. From this **Waiting** list, you can select any skill and approve or reject the sign-off. Once handled, the request disappears from the Waiting list (and moves to the History list, described below).



Waiting Ready History

2 Understand Hazmat Label... Learn the NFPA Rating System Kristin

2 Understand Hazmat Labeling Learn the NFPA Rating System Kristin

Approve Reject Perform date: 12/30/2015 Request date: 12/30/2015

Comment  
Dave, we did this while we were both on the shop floor.

Skill Directions  
With your Mentor:  
1. Discuss the 4 colors used in the NFPA Rating system  
2. Discuss the numbers used in the NFPA Rating system  
3. Discuss the special information contained in the white quadrant.  
4. What NFPA labels are found in Plant 1?  
5. What should you do if you discover hazmat in an unlabeled container?  
Your Mentor will show you 3 NFPA labels. You must correctly decode each label in order to earn this signoff.

Author  
Carol Sherman

References  
NFPA Rating System  
<http://www.ilpi.com/msds/ref/nfpa.html>

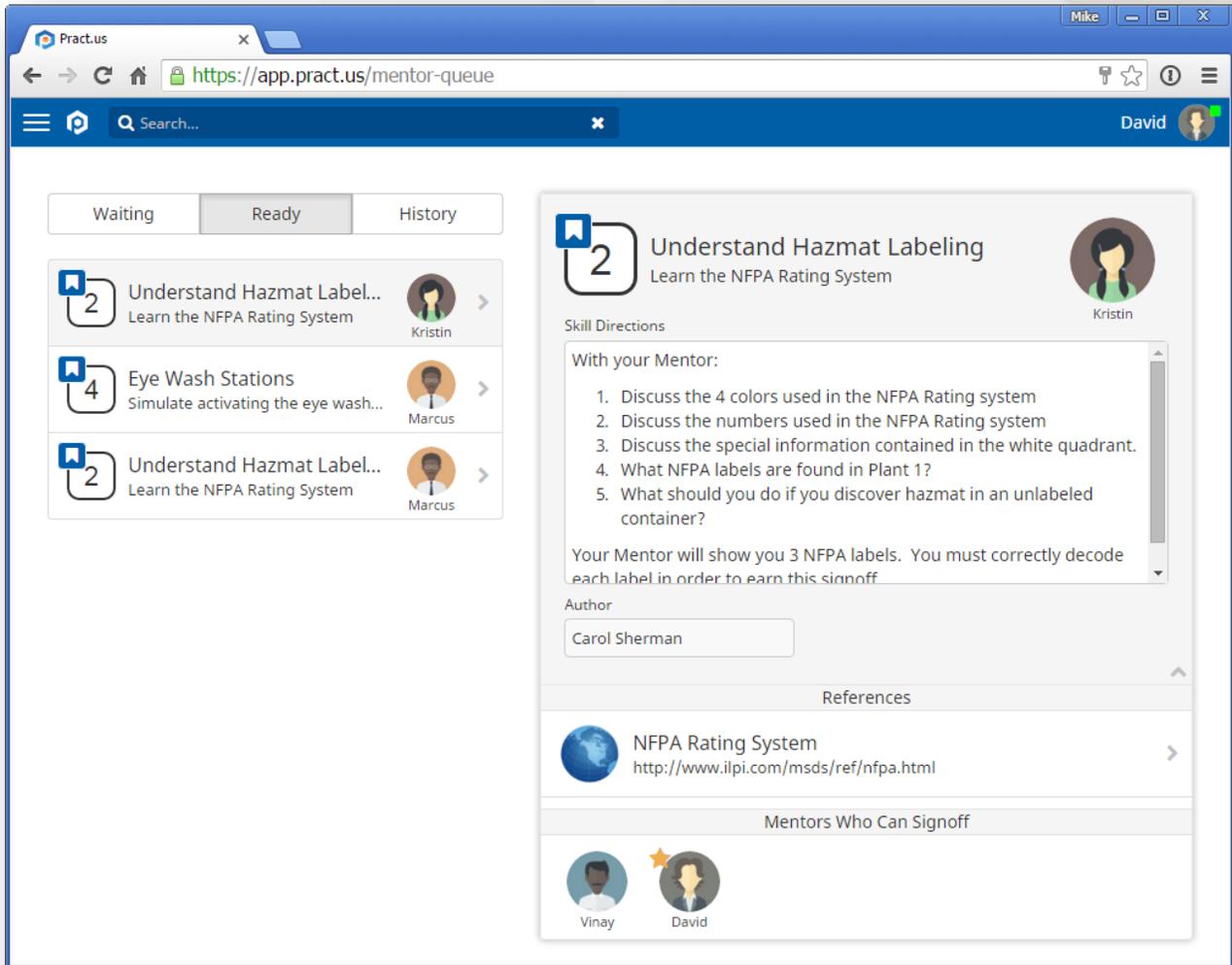
Mentors Who Can Signoff  
Vinay David

*Skills Waiting for David's Sign-off*

The sign-off request in the **Waiting** list shown above contains the **orange** envelope icon, which indicates this was a request originally made by the email method. If you approve or reject the request on this page, then the links included in the original email (somewhere in your inbox!) become inactive and void.

2. You can see a list of all skills that:

- Learners have indicated are **Ready**, and
- You can sign off.



*Ready Skills David can Sign Off*

You can think of this list as the “opposite side” of the Learner’s Ready List. Learners mark skills as Ready so that Pract.us will notify them when a Mentor is available. With the list shown above, you can also see all Ready skills that you can help with and sign off. This allows Mentors to be proactive and reach out to Learners who are ready for help, or to invite Learners to participate in activities that you know will be good learning and training events. This is another way Pract.us helps you to take full advantage of the training opportunities that happen on the job.

In the screenshot above, David (a Mentor) can see that both Kristin and Marcus (Learners) are ready for the “Understand Hazmat Labeling” skill. If David has time, or if he is aware of a good opportunity

to discuss this topic, then he can include Kristin and Marcus. This opportunity may be all the Learners need to finish the skill and receive sign off.

3. You can also see your sign-off **History**. This list contains sign-off approvals only - rejections are not included. This is because sign-offs are never *permanently* rejected - they're just not approved yet. A rejected skill sign-off just means the Learner needs to prepare some more and re-attempt signoff later. When the sign-off is finally approved, it will appear in the History list.

### Getting Help

- For more help using Pract.us, see our Support Site: [support.pract.us](https://support.pract.us).
- You can also email us at [support@pract.us](mailto:support@pract.us)