



AMBIENT ASSISTED LIVING, AAL
JOINT PROGRAMME

ICT-BASED SOLUTIONS FOR SUPPORTING OCCUPATION IN LIFE OF OLDER
ADULTS

D4.3 User Manual

Project acronym: **ProMe**

Project full title: **ProMe – Professional Intergenerational Cooperation and Mentoring**

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Delivery Date: **30.06.2017**

Dissemination: **Public**

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1. EXECUTIVE SUMMARY

Deliverable 4.3, the User Manual, has been developed in order to provide basic information about the features of the platform for the users. Although, the platform will be easy to use and does not require extensive training before getting started, the document covers the topics of becoming a mentor or a mentee, and a description of the basic mentoring tools. Therefore, it was handed to the study participants in order to support them during the course of the study. In the final interviews, most of them reported that they found it both helpful and purposeful.

The manual has been developed in four different languages, i.e., English, German, Romanian, and Dutch. In this document, we provide the PDF of the English version.

2. USER MANUAL (ENGLISH VERSION)

Professional Intergenerational
Cooperation and Mentoring



USER MANUAL & HOW-TO

ProMe seeks to provide meaningful opportunities for occupation in the life of older adults, in the transition from work to retirement and beyond. It allows professional intergenerational cooperation and mentoring via an online service platform, bringing together older adults with younger generations, based on theoretical concepts for mentoring.

The Role of a Mentor

The role of the mentor is suitable for everyone who is willing to share her/his professional knowledge and/or personal experience. The ProMe platform will support you in being a mentor from scratch. Therefore, it is not necessary to have any previous experiences or knowledge regarding mentoring. The platform provides the right tools at the right time, exactly when you need them in the mentoring process. Being a mentor means that you get involved in a collaborative relationship that is based on liability and trust. As a mentor you define together with your mentee what the framing conditions of this relationship will be, for example, how much time you want to invest in which particular time period.

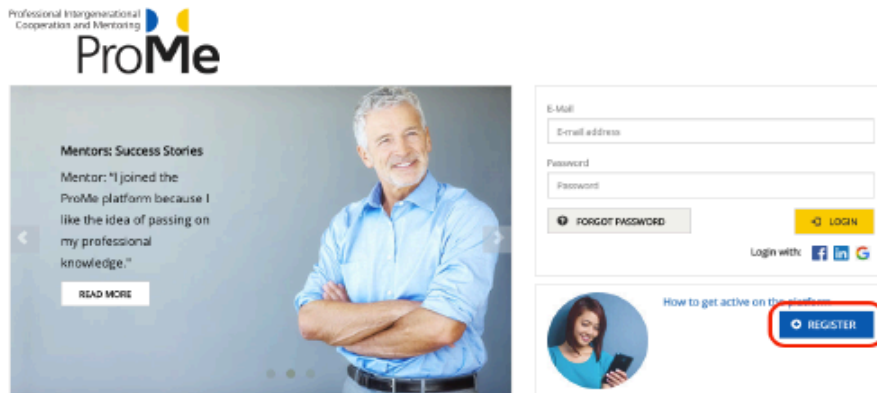
The Role of a Mentee

The role of the mentee is suitable for everyone who is seeking support by an experienced person that is willing to share her/his professional knowledge and/or personal experience. The matching system on the ProMe platform helps you to find a mentor accordingly to your needs and expectations and will provide you with a variety of collaboration tools that support you in effectively working together. Being a mentee means that you get involved in a collaborative relationship that is based on liability and trust. As a mentee you define together with your mentor the framing conditions of this relationship, for example, how much time you want to invest. Legal issues like, for example, intellectual property rights, will be secured by the ProMe platform through its terms of use.






How to become a mentor/mentee?

1. Call <http://platform.pro-me.eu/>
2. Click on *Register*



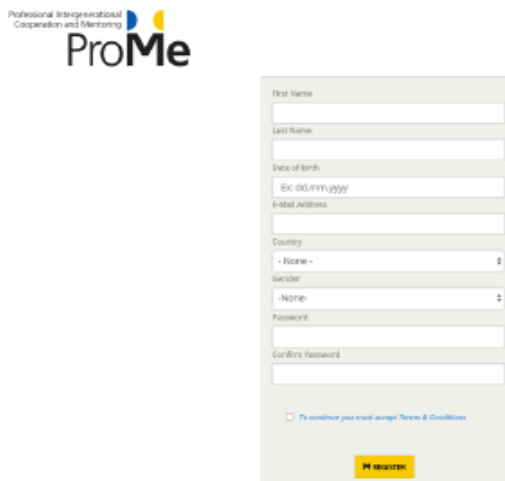
Professional Intergenerational Cooperation and Mentoring
ProMe

Mentors: Success Stories
Mentor: "I joined the ProMe platform because I like the idea of passing on my professional knowledge."
[READ MORE](#)

E-Mail:
Password:
[FORGOT PASSWORD](#) [LOGIN](#)
Login with:   

How to get active on the platform
[REGISTER](#)

3. Fill in the required information in the form fields
4. Accept the *Terms & Conditions*
5. Click on *Register* to complete the registration



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First Name:
Last Name:
Date of birth:
E-Mail Address:
Country:
Gender:
Password:
Confirm Password:
 To continue you must accept [Terms & Conditions](#)
[REGISTER](#)

6. A confirmation e-mail will be sent to you. This may take a few moments. If you do not receive an e-mail please also check your spam folder.

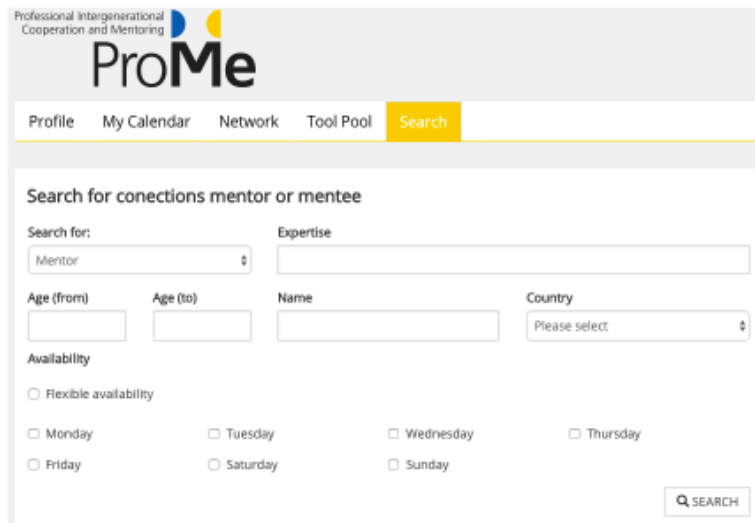
7. Confirm your e-mail address by clicking the link in the e-mail from ProMe

You can also use your existing Facebook, LinkedIn or Google account to login!

Registration

How to find a collaboration partner?

1. Click on the *Search* tab
2. Choose whether you want to search for a mentor, who is providing expertise in a certain area or a mentee, who is searching for advice
3. Enter additional desired search criteria, e.g. an age range or availability
4. Click on *Search*



Professional Intergenerational Cooperation and Mentoring

ProMe

Profile My Calendar Network Tool Pool **Search**

Search for connections mentor or mentee

Search for: Expertise

Age (from) Age (to) Name Country

Availability

Flexible availability

Monday Tuesday Wednesday Thursday

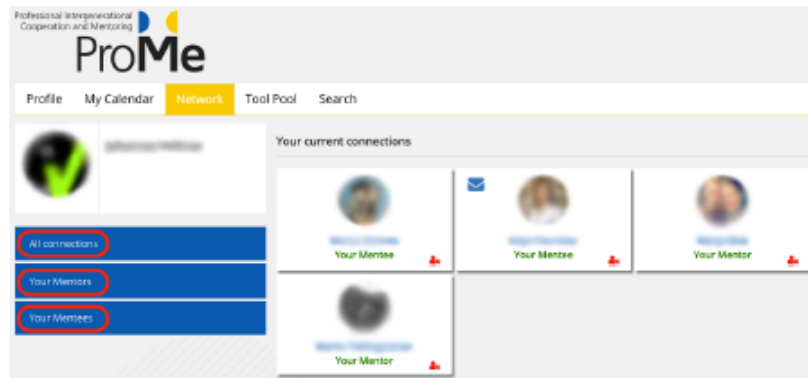
Friday Saturday Sunday

Search

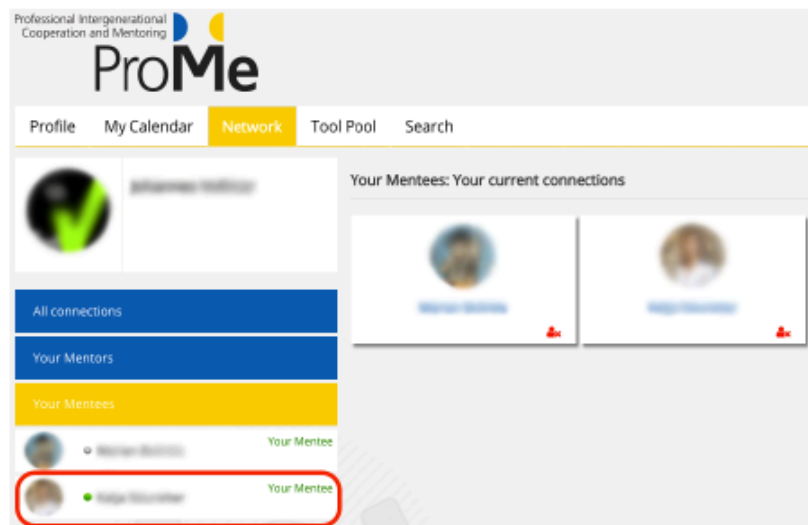
1)

How to define the collaboration's basic conditions?

1. Click on the *Network* tab
2. On the left, click on *All Connections*, *Your Mentors* or *Your Mentees* depending on which role your partner takes over

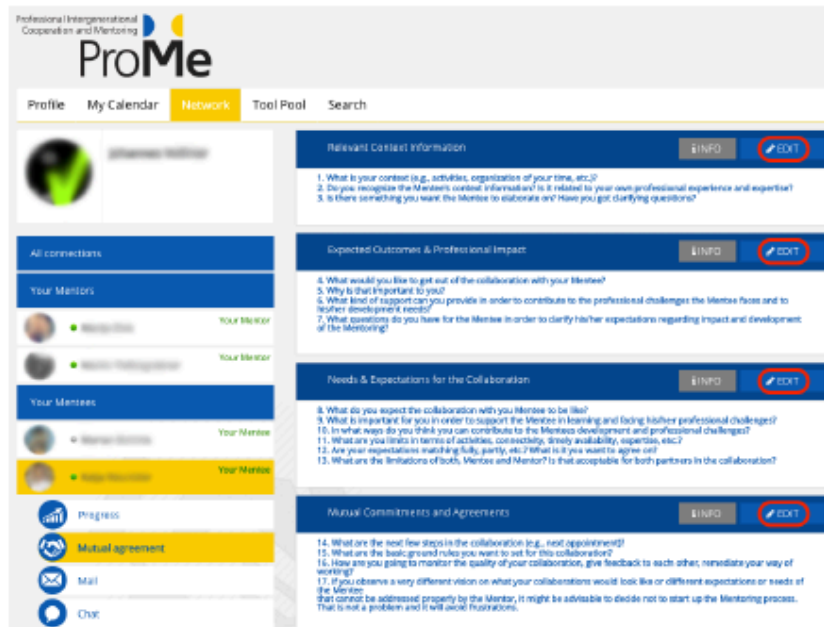


3. Click on your collaboration partner's name

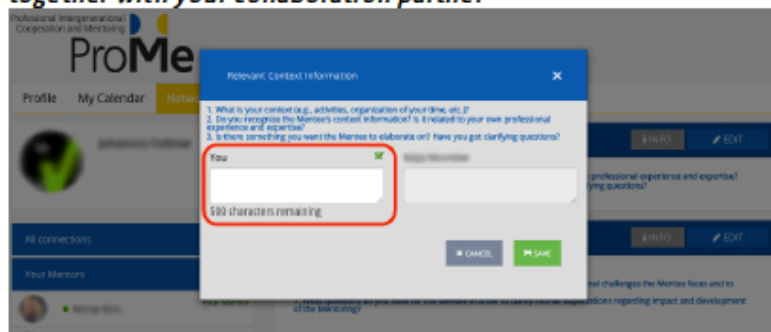


Network

4. Click on *Mutual Agreement*



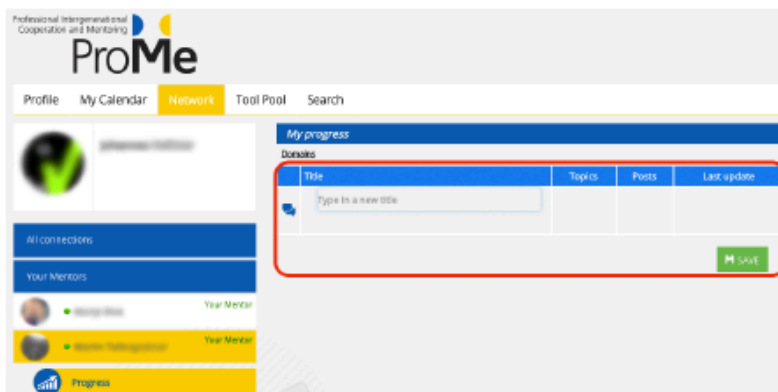
5. By clicking on the corresponding *edit* button fill in
- *Relevant Context Information*
 - *Expected Outcomes & Professional Impact*, and
 - *Needs & Expectations for the Collaboration on your own and*
 - *Mutual Commitments and Agreements together with your collaboration partner*



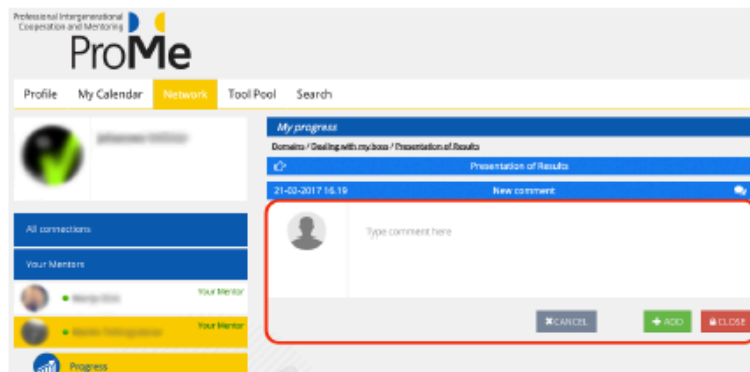
Network

How to document your progress? (only for the mentee)

1. Click on the *Network* tab
2. On the left, click on *All Connections* or *Your Mentors*
3. Click on your collaboration partner's name
4. Click on *Progress*
5. If you have already added a domain: Click on *Add*
6. Click in the empty text field and choose a title for the domain (e.g., "Dealing with colleagues") you want to track your progress in
7. Click on *Save*



8. Click on your recently added domain
9. If you have already added a topic: Click on *Add*
10. Click in the empty text field and choose a title for choose a title for the specific topic (e.g. "Improvements in getting along with my boss")

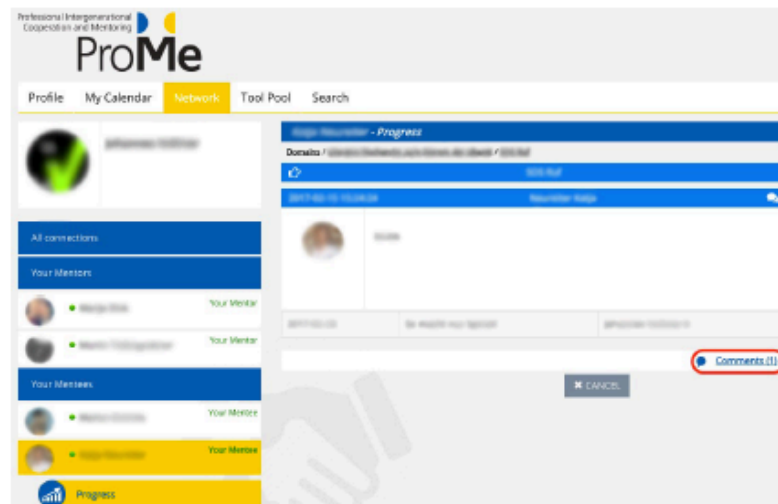


11. Click on *Save*
12. Track your progress by filling in the form field
13. Click on *Add* to add the input to your history

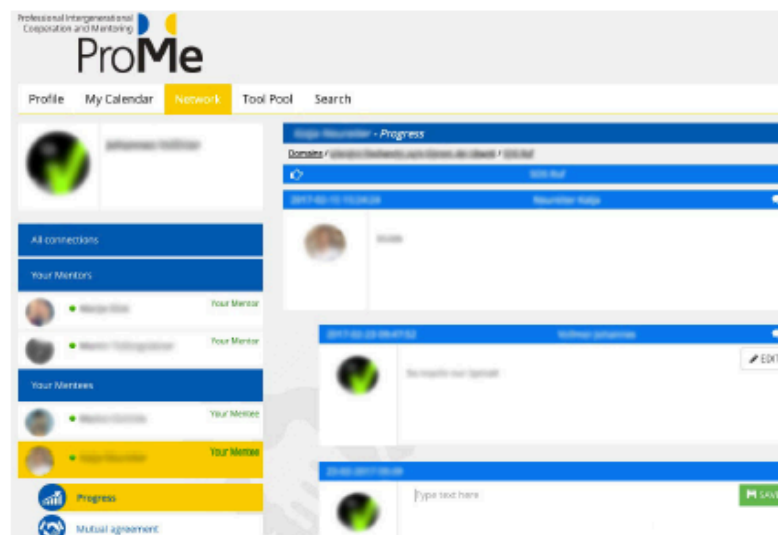
Network

How to comment on a progress? (only for the mentor)

1. Click on the Network tab
2. On the left, click on *All Connections* or *Your Mentees*
3. Click on your collaboration partner's name on the left
4. Click on Progress
5. Click on a domain
6. Click on a title



7. Click on *Comments* next to the entry you want to add a comment to
8. Enter your comment in the text field
9. Click *Save*



Network

How to get in touch with your mentor/mentee?

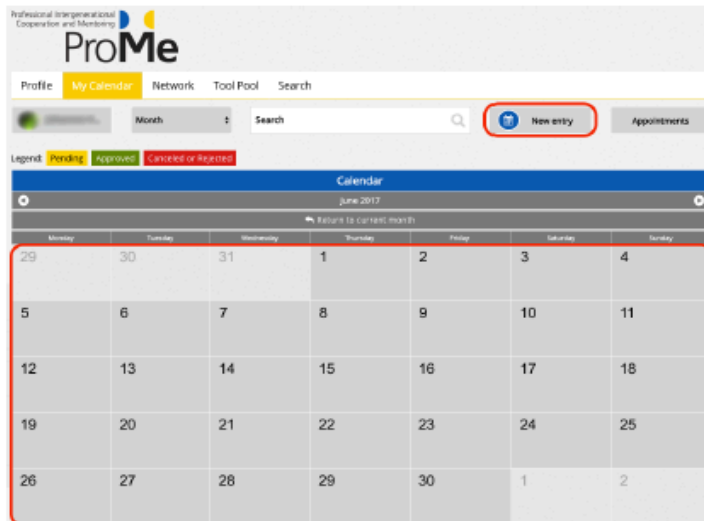
1. Click on the *Network* tab
2. On the left, click on *All Connections*, *Your Mentors* or *Your Mentees* depending on which role your partner takes over
3. Click on your collaboration partner's name
4. Click on *Mail*, *Chat* or *Call/Video Call* depending on how you want to contact your mentor/mentee

The screenshot displays the ProMe user interface. At the top, the ProMe logo is visible, along with navigation tabs: Profile, My Calendar, Network (highlighted), Tool Pool, and Search. Below the navigation, there is a profile section for a user named 'Mentor/mentee'. The main content area is divided into two columns. The left column shows a list of connections under 'All connections', 'Your Mentors', and 'Your Mentees'. The right column contains a 'Personal Information' section with fields for First Name, Last Name, Email, Profile, Age, and Gender. Below this are sections for CV, Searching for advice in, Expertise, and Spoken Languages. At the bottom of the interface, there are four contact options: Progress, Mutual agreement, Mail, Chat, and Audio Video Call. The Mail, Chat, and Audio Video Call options are highlighted with red boxes.

Network

How to set up an appointment?

1. Click on the *My Calendar* tab
2. Click on *New Entry* or on the day when you want your appointment to take place



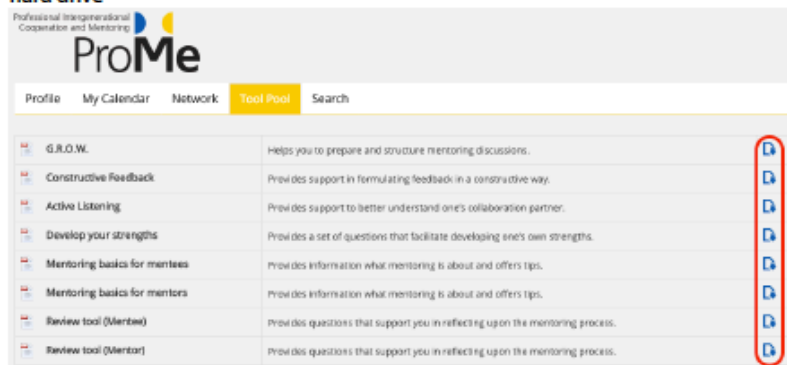
3. Enter a Subject, choose the type of your appointment (audio call, video call or other), start and end date and optionally add a message
4. Choose with whom you want to have the appointment with by clicking on *Add Participants*
5. Click on *Save*

The screenshot shows the 'New Entry' form in the ProMe interface. It includes a 'Subject' text field, a 'Type' dropdown menu (set to 'Audio Call'), and 'Start' and 'End' date and time pickers. A large text area is provided for 'Type your message here'. At the bottom right, there is a '+ ADD PARTICIPANT' button, and at the bottom center, there are 'CANCEL' and 'SAVE' buttons.

My Calendar

How to get help with mentoring?

1. Click on the *Tool Pool* tab
2. Choose the document which answers your question(s) best
3. Click on the corresponding download link (on the right) to save the document on your hard drive

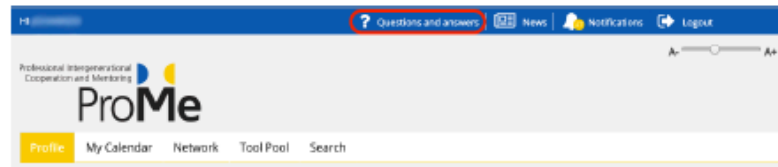


The screenshot shows the ProMe website interface. At the top, there is a navigation bar with tabs for Profile, My Calendar, Network, Tool Pool (highlighted in yellow), and Search. Below the navigation bar is a table of mentoring tools. Each row contains a document title, a brief description, and a download icon (a blue square with a white 'D') on the right side. A red circle highlights the download icons for the last three rows of the table.

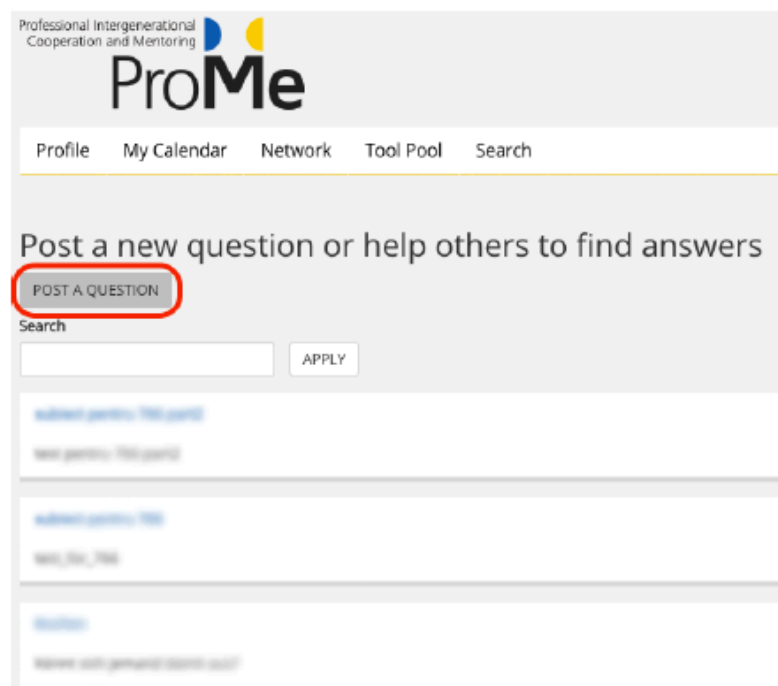
Document Title	Description	Download Link
G.R.O.W.	Helps you to prepare and structure mentoring discussions.	[Download]
Constructive Feedback	Provides support in formulating feedback in a constructive way.	[Download]
Active Listening	Provides support to better understand one's collaboration partner.	[Download]
Develop your strengths	Provides a set of questions that facilitate developing one's own strengths.	[Download]
Mentoring basics for mentees	Provides information what mentoring is about and offers tips.	[Download]
Mentoring basics for mentors	Provides information what mentoring is about and offers tips.	[Download]
Review tool (Mentee)	Provides questions that support you in reflecting up on the mentoring process.	[Download]
Review tool (Mentor)	Provides questions that support you in reflecting up on the mentoring process.	[Download]

Tool Pool

How to get answers to arising questions?



1. Click on *Questions and answers*
2. Click on *Post a question*



3. Enter a Subject, some tags that describe your question and the question itself
4. Solve the math question (to show you're human)

Questions and Answers

5. Click Save

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Profile My Calendar Network Tool Pool Search

Post a new question or help others to find answers






POST A QUESTION

Subject *

Tags *

^ Type your tags here for a better matching of your question. Elements can be separated by comma (,).

Question *

B *I* U ABC     Font Family Font Size 

Path: p
[Disable rich-text](#)

Math question * $3 + 7 =$

SAVE

Questions and Answers

How to answer a question?

1. Click on *Questions and answers*
2. Click on the question you'd like to answer

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Profile My Calendar Network Tool Pool Search

Post a new question or help others to find answers

POST A QUESTION

Search APPLY

Math question * 1 + 0 =

Submitted by [james@pro.me](#) on 10/10/2017 12:00

Who can answer? [View details](#)

Math question * 1 + 0 =

Submitted by [james@pro.me](#) on 10/10/2017 12:00

Who can answer? [View details](#)

Math question * 1 + 0 =

Submitted by [james@pro.me](#) on 10/10/2017 12:00

Who can answer? [View details](#)

3. Add an answer
4. Solve the math question (to show you're human)

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Profile My Calendar Network Tool Pool Search

Math question * 1 + 0 =

Submitted by [james@pro.me](#) on 10/10/2017 12:00

Who can answer? [View details](#)

Add new answer

Answer *

Math question * 1 + 0 =

SAVE

5. Click *Save*

Questions and Answers