



How to Join in the Chat Support Group Meetings

Chat Support Groups meet on designated evenings (usually Monday or Thursday nights but dates and times are subject to change). Meetings take place from 8:00-9:00pm central time.

Chat is open for approximate 15 minutes prior to the start of every meeting to allow sufficient time to log in and get situated.

This Overview Sheet Covers:

- How to Login
- Troubleshooting
- How to Access Chat and Participate
- Group Participation Rules
- How to Find Discussion Topics & Homework Assignments

How to Login:

- Visit www.mentorconnect-edforums.org
- Enter your email address in the “Email address” field
- Enter the password you selected when you created your profile in the “Password” field

NOTE: You **MUST** have a profile created in order to login. If you have not yet accepted your invitation to create your Community Forums profile, you must do that **FIRST** before attempting to login. If you cannot find your invitation email Jeanette@mentorconnect-ed.org to have one sent to you

Troubleshooting:

- If you require technical support, please email Jeanette@mentorconnect-ed.org at least **48 HOURS PRIOR** to the next meeting. We cannot provide last-minute technical support for login issues once the meeting has begun

Participation Policies:

Chat support group meetings follow MentorCONNECT’s pro-recovery policies to the letter. Before participating, please thoroughly review the information at these links:

- Forums Agreement: <http://www.mentorconnect-edforums.org/page/forums-agreement>
- Pro-Recovery Policy: <http://www.mentorconnect-edforums.org/page/prorecovery-policy>
- Moderation Policy: <http://www.mentorconnect-edforums.org/page/moderation-policy/>

When Chat is Open:

Chat is **ONLY** open during certain days and hours, so if you login and do not see the chat that means **it is not open**.



After you have logged in (described in “How to Login” above):

- Look to the lower right hand corner where the green 'chat' balloon is displayed
- To the right of the chat balloon there is a tiny dot. If it is **red**, you are **offline**. You need to be online to participate, so hold your mouse over it and you will see a balloon pop up that says “go online”. Click the dot to turn it to **green** – you are now **online**
- Find the icon to the left of the dot that looks like a triangle with a line over it. Click it to expand the chat window
- You will then see everyone who is online
- To participate, type your comment in the small box at the lower left hand corner of the chat window. Hit “enter” to submit your comment and it will display on the main screen

Chat Support Group – Participation Rules:

These rules will be read promptly at the start of each chat support group meeting.

- Rule #1: All discussions must focus on the topic for the evening
- Rule #2: Please abide by all moderator instructions at all times
- Rule #3: Only pro-recovery talk is allowed so please review the Forums Rules before participating
- Rule #4: Do not private chat co-moderators while they are leading meetings
- Rule #5: If you must arrive late or leave early do not announce your arrival or leaving
- Rule #6: Please arrive prepared to participate by locating the discussion topic in advance

Locating the Group’s Discussion Topic for that evening’s meeting:

To find the evening’s discussion topic (please do this prior to joining in), follow these steps:

- Click on the "Groups" tab inside the Forums
- Click on that evenings Discussion Group (ex: Monday Night Discussion Group for the Monday night meeting)
- Click on the discussion topic for that evening’s meeting (ex: Find a discussion thread whose title is in this format "Month/Date Lyrics/Quote")

Locating the Group’s Homework Assignment for that evening’s meeting:

To find the evening’s homework assignment, follow these steps:

- Click on the "Groups" tab inside the Forums
- Click on that evenings Discussion Group (ex: Monday Night Discussion Group for the Monday night meeting)
- Click on the homework assignment for that evening’s meeting (ex: Find a discussion thread whose title is in this format "Month/Date Homework Assignment")