Welcome to our scheduling system uSked!

https://cyberseniors.usked.com/

In uSked, mentors are referred to as '**service providers**'.

IF YOU HAVE NOT YET DONE SO, PLEASE READ THE
NEW MENTOR INFO SHEET DOCUMENT (on Volunteer Tools page).

How to sign up to help with Webinars and One-on-One phone support calls:

Under Scheduling → Click 'Search posted service requests'

Make sure the dates are set for this week and click 'update options'. Below should be a list of sessions waiting to be assigned to a mentor. If you don't see any mentor sessions listed, don't worry, you will also receive notifications about new postings via email and text message (if you sign up for that) when more are loaded in. In some cases seniors enjoy working with the same mentor. If a senior requests you as their mentor we won't post the service request, instead we will send you an invitation to and you will have to accept it to be scheduled for that request.

Take a look and see if any of them fit with your schedule. Press the magnify glass to see more information about the request. Click the 'thumbs up' symbol to let us know you are *interested* in that posting.

The Scheduling Manager then reviews the indications of interest from volunteers. If you are selected for the session, we will email you all the details for the service request.

Once you have been selected to complete a mentor session, you will be able to see it under the 'Assignments' tab. Please see the cyberseniors.org/volunteer-tools page regarding how to get a report of your Volunteer Hours.

If you have any questions, try looking it up under the Support tab. If you can't find what you're looking for please email **scheduling@cyberseniors.org**

Your Account Settings

Although your profile has been set up for you, below are the areas that contain your personal information in case you need to update it. To access it, go to the 'Your Account' tab in the menu bar at the top of the page.

Your Password: Most importantly change your password.

Your User Interface Preferences:
Time Zone: At Cyber-Seniors we work in Eastern Time, please always be mindful of this when booking an appointment and double check which time zone your sessions are in.

Your Service Provider Preferences:
Attributes:
If you are associated with a school or group please enter it here, otherwise leave it blank.
Service Zone:
Right now we are all working in a 'virtual' service zone.
Available/Unavailable dates and times:
If there is a time that you absolutely can't volunteer, enter it here. If you say you are unavailable during a certain time, you will not be able to be booked or see any sessions for that time span. We suggest you keep your availability open and just pass on any session that doesn't work for you. You can always come back and change this depending on your schedule.

Your Contact Information:
User & Group:
You can't edit this but if your name is wrong let us know.
Home Address:
This information is not shared.
If you don't live in the United States, your address will be in different lines than are labeled.
Email:
Ensure that the email address listed is correct. If you are about finish school and no longer have access to that email, add in an additional email so you can stay in touch with us.
Phone Number:
Ensure that the phone number shown is correct.
SMS:
If you would like to receive text message about new sessions add your number here.

Notes:
The information in this box was the information you entered in the uSked profile form. If any of this changes, please update it. Let us know what languages you speak, what type of technology you are most comfortable with (for example: Apple vs. Samsung) and any other information you think we should know.

Your iCalendar Link: If you would like to link your sessions with your calendar you can do that here.