

Monday & Thursday Night Live Chat E-Support Groups

FREE to members

MEETS online on Chat in the *MentorCONNECT* Community Forums each Monday and Thursday nights from 8-9 pm (CST)

How to Login:

- Visit www.mentorconnect-ed.org
- Log in using the email address you signed up with as your username, and the password you chose when you created your profile (NOTE: moderators will NOT know your password so if you lose it, you will need to use the link beneath the login screen to reset it before you can log in)
- 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 mc@key-to-life.com to have one sent to you

How to access chat and participate:

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. Right now chat is only open from 7-10pm central time on Mondays and Thursdays.

- After you have logged in:
 - 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
 - Each Monday night we study song lyrics and each Thursday night we study recovery quotes as part of our discussion. To find the song lyrics and recovery quotes, visit the “Groups” tab (at the top of the Forums) and find the Monday Night Support Group. The lyrics and quotes will be posted there under that meeting’s date

Troubleshooting:

- If you require technical support, please email mc@key-to-life.com at least **ONE DAY PRIOR** to the next meeting. We cannot provide last-minute technical support for login issues once the meeting has begun