

## LIVERPOOL CONNECT FAQs

### I'm a current student, how do I join Liverpool Connect?

All current students must join Liverpool Connect by registering on the site here: [www.liverpool.aluminate.net](http://www.liverpool.aluminate.net).

### I'm a graduate of the University of Liverpool, how do I join Liverpool Connect?

University of Liverpool alumni from across the globe can be a mentor or mentee on Liverpool Connect. You can apply today by registering at: [www.liverpool.aluminate.net](http://www.liverpool.aluminate.net).

View our short webinar guide below for advice on how to set up your account and make connections.

### I've set up an account, but it says my details are being verified. Is this normal?

Yes, we sometimes need to check the information you provide with the information we have on our database. This is done manually so can take 2-3 working days, or longer during busy periods so please be patient and don't try to create a second account in the meantime as each user should only have one account.

You'll receive an email once your account has been verified and you'll be able to access the platform from this point.

### How much time do I need to dedicate to Liverpool Connect?

If you have an e-networking connection, we ask that you aim to respond within two to three working days. If you're finding the connection to be too much, you can close the relationship and pause your e-networking profile. Don't worry, your account will remain active, just no one will be able to request you as a mentor. You can reactivate your profile at any time when you're ready to start mentoring again.

### Who will I be giving advice to?

When you sign up to e-networking, we can't guarantee that you'll make a connection. To increase the chances of being requested, read our top tips for a good mentor profile here.

If you are requested to mentor someone, this could be a current student at the University of Liverpool or a fellow graduate who is looking for advice. You'll receive a message to let you know why they have chosen you as a mentor, and hopefully you can then go on to start e-networking.

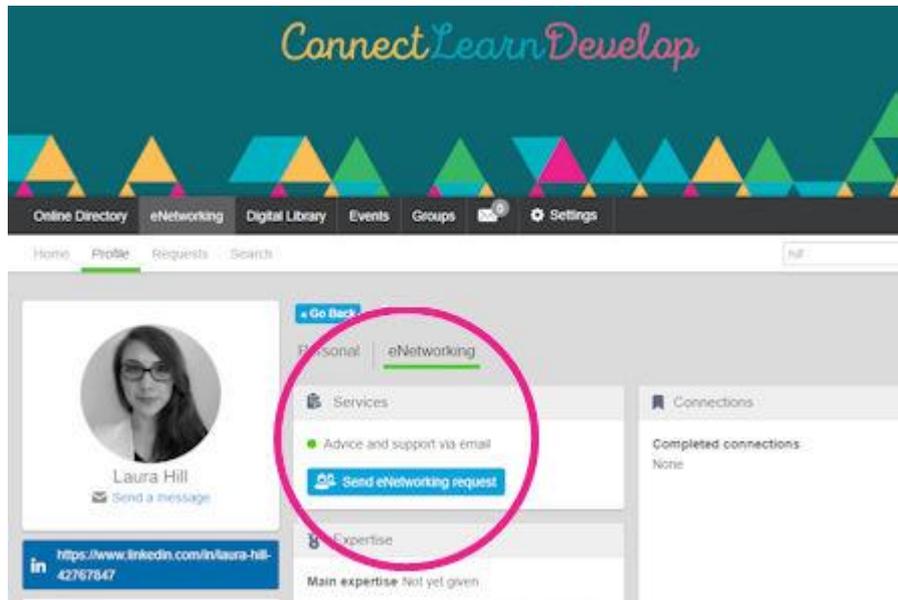
### I haven't been requested by anyone?

We are inviting more current students and alumni on to the platform so if you haven't had a request since being on the system, an ideal mentee may have just registered. Make sure you keep your profile up to date, and read our top tips for a good mentor profile here.

Our students are also using the platform as a career planning tool to search the career paths that alumni have taken. We hope to encourage more students to use the platform in the future, so ensure to keep your profile up to date.

## How do I send a request?

To send an e-networking request, once you have found a suitable mentor, visit their profile and click the 'Send e-networking request' blue button as shown below. You will then be promoted to send an introductory message to the mentor you have chosen, and wait until they respond to your request.



## How do I end my e-networking connection?

If your e-networking connection has come to an end, to officially close the relationship on Liverpool Connect please click on the "finish mentoring" button.

## I've ended my first connection but no one has requested me since?

Once you have finished the relationship, make sure to officially close the relationship on Liverpool Connect as shown above. You can still continue to contact your mentee even if you close the end the relationship.

## I'm a little too busy to offer support right now but don't want to delete my account, can you help?

If you're finding that it's not the right time for you to be offering support, you can pause your e-networking profile. Don't worry, your account will remain active, just no one will be able to request you as a mentor. You can reactivate your profile at any time when you're ready to start mentoring again.

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