1. Who is Callmentor?
   a. Founded in 2024, Callmentor is a platform designed to help students find their first job by connecting them with industry professionals. It offers a responsive and supportive environment for both students (Mentees) and experts (Mentors). Callmentor focuses on addressing questions related to students' lack of industry information, resumes, and interview skills. Additionally, it provides a respectful, flexible, and low-cost side hustle for industry professionals.
2. Callmentor on LinkedIn:
   a. https://www.linkedin.com/company/callmentor/
3. Email Us: info@call-mentor.com
4. Feedback form: https://docs.google.com/forms/d/e/1FAIpQLSdIA2Ryge6mXjOg62xq55I9H43fl2o-D0rGUrc9STueS4S42Q/viewform
5. What is the Booking & Cospace?
   a. **Booking:** Track your upcoming, pending, and past events while managing all your materials in one place.
   b. **Cospace:** A shared workspace where mentees and mentors can collaborate on documents. Mentees will have lifetime access to these documents.
6. What is the Wishlist?
   a. The Wishlist allows you to save your favorite mentors and their services for future bookings.
7. Will the mentor provide a referral?
   a. Mentors have the discretion to decide whether or not to provide a referral. Callmentor does not intervene in the referral process.
8. What is the Mentor Center?
   a. Interested in becoming a mentor? Head over to the Mentor Center and sign up today!
9. How do I report a session or a mentor?
   a. Go to your **Past Events**, find the session you'd like to report, and submit a report. Mentees have up to 7 days after the session to report any issues.
10. How do I write a review for a mentor?
    a. Navigate to **Past Events**, find the session, and leave a review.
11. Is there a time limit on accessing documents in Co-space?
    a. No, you will have lifetime access to the documents shared in Co-space.
12. Can mentors/mentees see and download documents from Co-space?
    a. Yes, you can access and download documents from Co-space.
13. How do I edit my profile, experience, or education?
    a. Click on your profile picture, select **Profile**, and update your experience and education details.
14. How do I change my password?

     a. Go to **Account Settings** under your profile, then select **Change Password**.

15. How do I check my balance, revenue, or payments?
     a. Go to the **Dashboard** tab to view your Total balance and In transit to bank.

16. What is Payout?
     a. Payout records show how much revenue has been deposited into your bank account.

17. What is Pending?
     a. Pending services are those you've completed but are awaiting deposit to your account. Payments are released 7 days after the session ends.

18. What is Payment?
     a.

19. What is Refunded?
     a. Refunded shows services that have been refunded to students due to reasons like missed sessions, harassment, abuse, racism, etc.

20. What is Availability?
     a. Set your common availability, and the system will automatically update your calendar every week.

21. How to set up the calendar?
     a. Callmentor offers two ways to set up your calendar:
          i. Set your availability for the week, and the system will auto-update.
          ii. Manually select time slots directly on the calendar.

22. Can I change the service price?
     a. Yes, Callmentor provides a recommended price for reference, but mentors can set their own prices.

23. How do I change my payout or linked bank account?
     a. Go to **Payout Management** under your account settings to update your payout method.

24. Are your online transactions secure?
     a. Yes! Callmentor partners with Stripe, one of the largest and most secure online payment processors, to ensure your transactions are safe.

25. Didn't find the Answer? Email Us or provide Feedback.
     a. Email Us
     b. Feedback