

# MuleSoft Mentor Program Handbook

## Welcome and Congratulations 🎉!

The community has spoken, and you've been selected to join the MuleSoft Mentor program! We appreciate your dedication to inspire the MuleSoft Community through your leadership, expertise, generosity and advocacy, and we're delighted to welcome you to this amazing group of leaders who go above and beyond to help the MuleSoft Community learn, share and network together.

How did we get here? The MuleSoft Mentor Program was created in 2021 to recognize our community leaders who have what it takes to mentor others in the MuleSoft Community. This program is also designed to enable our Mentors to contribute their best content, and continue skilling up themselves. This handbook provides structure and clarity to the various aspects and requirements of the MuleSoft Mentor program.

## What's new with the MuleSoft Mentors program

Since the introduction of the MuleSoft Mentors program in 2021, we have seen a tremendous amount of growth which ultimately leads to learnings about what works and doesn't work as well as what motivates you all! As such, we are excited to introduce the following updates to the MuleSoft Mentors program:

### All personas welcome!

We have expanded the MuleSoft Mentors program beyond developers and architects to welcome everyone regardless of job title. From developer to C-Level to Salesforce Admin etc., this program has something to offer and we have tailored experiences for each of you.

## MuleSoft Composer and RPA

We are expanding our reach to include new personas: Admins and RPA developers! With the introduction of MuleSoft Composer and MuleSoft RPA, we wanted to welcome our champion users into the MuleSoft Community and recognize our early adopters in the same way as our Anypoint Platform MVPs. As we expand to include Admin/Business users and RPA developers we encourage all MuleSoft mentors to get involved across our product offerings. This means

you are welcome to submit content across all product lines to count towards your quarterly contributions.

## Increased focus on career growth

As MuleSoft Mentors, you will grow alongside our brand including introduction to new skills and products. We also provide soft skills and technical training, personal brand building workshops, and 1:1 coaching by MuleSoft Ambassadors. You also have the opportunity to speak at large scale events and focus on improving your marketability through career growth.

## New website design

We are excited to finally debut our new MuleSoft Mentors web page at <https://www.mulesoft.com/community/mentors>

## Our Team

Here are the members of our Community team who will work closely with you throughout the year.

**Sabrina Hockett:** she will be in touch with you to suggest activities, promote the great work you're doing, inspire more MuleSoft users to follow your steps, and answer any questions you may have about the MuleSoft Mentor, Top MuleSoft Mentor, and MuleSoft Ambassador programs. She is also your point of contact for all things blog, socials, and event passes related.

**Isabella Navarro:** Isabella primarily focuses on enabling our leaders and members, supporting early access and beta programs, driving global events, and fostering community advocacy and evangelism. She also helps connect members with learning content and opportunities to grow their skills.

**Sydney Lee:** Sydney leads our Meetup program, supports Dreamin' events, and helps grow our Community presence at corporate events. She'll be your main point of contact for all things Meetup-related.

**Caitlyn Maddux Mayda:** Caitlyn handles our Community footprint at strategic events (Dreamforce, TDX, World Tours, MuleSoft CONNECT...) as well as our internal engagement, i.e. educating internal MuleSoft teams on how to engage with our Community. She will be in touch with you when it comes to speaking opportunities at events and other logistics.

**Sabrina Marechal:** Sabrina is responsible for the overall direction and strategy for the MuleSoft Community team. She will be in touch with special opportunities on an ad-hoc basis.

We're excited to work with you, uplift, and amplify your efforts to help the MuleSoft Community. We're always here to help! You can reach out to us via our MuleSoft Community Slack or at [community@mulesoft.com](mailto:community@mulesoft.com).

## **MuleSoft Mentor Communication Channels**

We provide several key communication channels to help MuleSoft Mentors stay connected with us and each other.

### **The MuleSoft Mentors Slack channel**

In this private channel in our MuleSoft Community Slack, you can connect with all the other MuleSoft Mentors, as well as our team. It's a great place to chat, ask questions, troubleshoot, collaborate on community initiatives, and share product tips and tricks. This is also a great place to ask the Community team questions where answers would benefit other MuleSoft Mentors. We will add you to this channel during your MuleSoft Mentor onboarding.

### **The MuleSoft Community Leaders Slack channel**

This private channel brings together all MuleSoft Mentors, Ambassadors, and Meetup Leaders to share weekly news and info, important updates, and ensure our team enables every MuleSoft Community Leader.

### **#Share-Your-Post Slack channel**

This private channel brings together all members of the MuleSoft Community Slack space together to chat and share their work. This is a space to collaborate, show off your skills, and connect with other leaders.

### **The MuleSoft Community LinkedIn**

For all major MuleSoft Community updates, special Mentor features, events, and more, please follow our [MuleSoft Community LinkedIn page](#).

### **MuleSoft and Trailblazer Forums**

For questions or content related to our joint Salesforce product lines feel free to check out and contribute to our forums linked below. Please note: you will have to create a Trailblazer profile to participate.

- [MuleSoft](#)
- [MuleSoft Composer](#)
- [MuleSoft RPA](#)
- [MuleSoft Q&A forums](#)

### **Program Support**

If you have any questions or need support of any kind, please use the MuleSoft Mentors Slack channel. Our team monitors support through this channel closely, so this is the best way to get the fastest response. You can also message us directly if you would like to discuss something in private. You can also email us at [mulesoftmentors@salesforce.com](mailto:mulesoftmentors@salesforce.com).

## **MuleSoft Mentor Benefits**

We are happy to provide MuleSoft Mentors a variety of complimentary benefits to help you be your best. For more information on specific benefits related to your role at your company, please check out the MuleSoft Mentor program by persona section and find your role.

### **Access to Exclusive Product Review and Feedback Opportunities**

- Monthly updates and Q&A sessions with MuleSoft Product Managers and Product Marketing Managers
- Invitation-only access to special events and opportunities
- Invitation-only previews and feedback sessions for MuleSoft products

### **Access to Exclusive Content and Visibility Opportunities**

- Content submissions to speak at major events such as MuleSoft CONNECT, TrailheaDX, Dreamforce
- Content submissions to be published on MuleSoft owned platforms including the blog, LinkedIn pages, Another Integration Blog, YouTube channel, social channels, and tutorial website.

### **Access to Top MuleSoft Mentors Program**

- Yearly application process to elevate yourself in the MuleSoft Mentors program
- 1:1 coaching sessions led by MuleSoft Ambassadors to prepare MuleSoft Mentors for future ambassadorship if that is their end goal
- Personal branding, soft skill, and technical training by the best of the best in the MuleSoft Community

### **MuleSoft and Salesforce Events**

- Complimentary or discounted conference passes to select MuleSoft and Salesforce events
- Reserved seating area at select keynotes
- MuleSoft Mentor appreciation events

### **Communication Channels**

- Access to all channels in the MuleSoft Community Slack

- Access to invite-only MuleSoft Mentors and MuleSoft Community Leader Slack channels

### Swag and Branding

- MuleSoft Mentors exclusive swag kit provided after being active as a MuleSoft Mentor for at least **6 months**.
- Select use of MuleSoft Mentor logo (see brand guidelines)

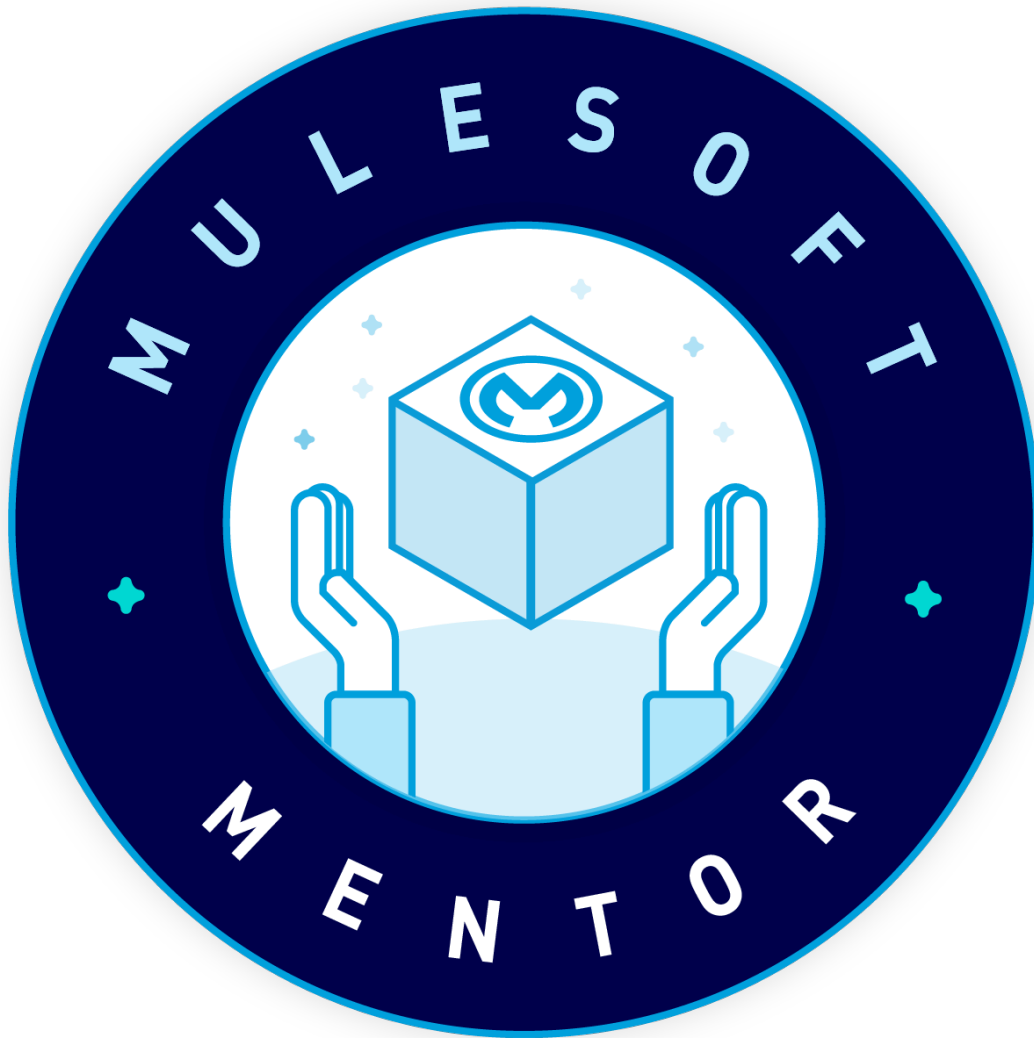
### Important Notes:

- Government Employees may not be eligible for certain benefits/perks.
- MuleSoft Mentor Program benefits listed in this guide or shared in other channels by the MuleSoft Community team are subject to change at any time.

## MuleSoft Mentor Brand and Social Guidelines

The MuleSoft Mentor logo is the symbol of this incredible program. Use this logo proudly; you've earned it! Please make sure you follow these guidelines.

### MuleSoft Mentor Logo



Whenever possible, the logo should be reproduced in its full-color form. Depending on the production capabilities and the environment in which the logo appears, a reversed version may be used.

The logo and badge must not be altered. Download [here](#).

## **Addressing MuleSoft Mentor Program Use in Writing**

“MuleSoft Mentor” should be the term used whenever referring to the program or yourself. Please avoid using “Mentor” without “MuleSoft”.

## Social Media Guidelines

**Always respect your audience.** Do not use ethnic slurs, personal insults/attacks, or obscenity in your community participation. Additionally, do not disparage other customers, partners, prospects, or our employees.

**Be Honest and Transparent.** As a MuleSoft Mentor, you are not only representing yourself, but also a voice representing MuleSoft and Salesforce. With that in mind, please keep Salesforce's core value of Trust in mind and be honest and transparent in your community participation.

**Be Encouraging and Engaging.** As a MuleSoft Mentor, your role is to enable and encourage others. Please ensure when posting or commenting on others posts you maintain a positive attitude and do not put down their work or discourage them from contributing.

**MuleSoft Representation First.** As a MuleSoft Mentor, we ask that you always represent MuleSoft first including our values. Others look to you as a MuleSoft expert and role model, so please do not take advantage of this position.

### Disciplinary action

Our team will be monitoring all MuleSoft Mentors social presence and will provide the following if we see any of the rules violated above:

1. We will provide a warning and reference the post/comment we see that violates our rules
2. If it happens again, we will remove you from the MuleSoft Mentors program.

## MuleSoft Mentor Program Status & MuleSoft Mentor Logo

The above branding guidelines apply to current MuleSoft Mentors. Upon leaving the program, you will be required to remove references to being a MuleSoft Mentor in all forums including social media, LinkedIn, blogs, etc. You may reference your past award by using "MuleSoft Mentor, Duration" (Example: MuleSoft Mentor, 2021; or MuleSoft Mentor 2020-2021), but you must include the duration to avoid misrepresenting yourself as a current member of the MuleSoft Mentor program.

## MuleSoft Mentor Program Expectations, Terms, & Conditions

Your participation in the MuleSoft Mentor Program requires your acceptance of the Salesforce Program Agreement and the VIP Program Terms at the time of your application. The Salesforce Program Agreement and the VIP Program Terms are available at <https://www.salesforce.com/company/program-agreement/>

Below are the terms and conditions specifically about being a member of the MuleSoft Mentor program.

## MuleSoft Mentors Nominations

MuleSoft Mentors are encouraged to nominate potential MuleSoft Mentors and provide feedback on the proposed nominees. The MuleSoft Mentor program strives to have a collaborative environment, and your participation in shaping the environment is key. Each month, a review committee of MuleSoft employees will select new MuleSoft Mentors. Note that nominations and applications are currently closed until January 2026.

## MuleSoft Mentor Renewals

Once a year, current MuleSoft Mentors are reviewed for renewal. We will review and renew MuleSoft Mentors based on contributions over the past twelve months.

All community contributions that count towards the MuleSoft Mentor award must be unpaid and must take place during the one year term of being an active MuleSoft Mentor. Paid contributions to the ecosystem are not eligible for consideration as community contributions that factor into the awarding of the MuleSoft Mentor title.

MuleSoft Mentors are strongly encouraged to stay in regular contact with the MuleSoft Community team in any unclear or ambiguous circumstances. They are also highly encouraged to provide self-feedback and provide a detailed account of their contributions to the community over the last year.

At the minimum, we expect MuleSoft Mentors to keep up with any contributions that they were making before receiving the title, and in addition to that, contribute each quarter at least 2 times:

MuleSoft Mentors can contribute any way they like as long as it's enabling others! Here are some examples of contributions:

- Write a blog for third party platforms
- Write a blog for [Another Integration Blog](#)
- Write a MuleSoft-related blog for [Salesforce 360](#)
- Write a MuleSoft-related piece for the Salesforce [Admin](#) or [Developer](#) blogs
- Create a YouTube tutorial for MuleSoft Community or third party channels



- Work with the MuleSoft Developer Advocacy team to create a tutorial
- Participate in “[Trailhead Live](#)” and “[Automate This](#)” Salesforce series for joint product lines
- Submit a RFP and/or be selected to speak at MuleSoft or Salesforce or third-party events. Links sent on an ad hoc basis.
- Speak in a MuleSoft Customer Spotlight or Webinar
- Represent your company in specialty PR features for new and emerging products or enhancements
- Answer at least 20 questions on the [MuleSoft Forum](#)
- Answer at least 10 questions across the [Composer](#) and/or [RPA](#) Trailblazer Forums
- Participate in a MuleSoft Community Twitch Stream, LinkedIn Live, or other video interview
- Participate in Training Certification feedback sessions
- Lead internal enablement sessions for your company
- [Nominate](#) at least 5 team members to become MuleSoft Mentors
- Actively participate on social media
- Be an active contributor in the MuleSoft Community Slack channel
- Leading 1:1 or 1:M mentoring sessions
- Speak at [MuleSoft](#) or Salesforce Meetups
- Create Friday Fun Facts or other educational social material
- Other (punctual or ad hoc opportunities announced throughout the year)

## Self-reporting quarterly contributions

To help us keep track of your awesome contributions throughout the year, we have a few options for you to self-report and ensure you meet the requirements to keep your MuleSoft Mentor title. Here are the ways you can self-report:

- Fill out our easy to use [self-report form](#) after you make a contribution
- Post your contribution to the Share Your Post Slack channel

## Sensitive Information and NDA

As a member of the MuleSoft Mentor Program, MuleSoft and Salesforce entrust you with information before it hits the public. Because of this, all MuleSoft Mentors are required to sign a Non-Disclosure Policy, which is included in the VIP Program Terms and Privacy Statement. Be respectful of this trust and with this information and understand that you are bound by our Non-Disclosure Policy. You cannot discuss ANY material that is not already in the public domain. Do not share company or financial secrets and avoid engaging in discussion of rumors or speculation about Salesforce, Inc. If you are ever unsure about whether or not material is already in the public domain, please reach out to the MuleSoft Community team to confirm.

## Speaking Engagements

We encourage MuleSoft Mentors to notify the MuleSoft Community team with the details of all speaking engagements so we are aware of the breadth of your engagements and community contributions. Simply Slack our team with the details and link to the event you will be speaking at or engagements you are involved with.

## Feedback Reporting

Since MuleSoft Mentors are highly visible and active in the community, you are encouraged to report back key things you may see in the MuleSoft Community. Additionally, MuleSoft Mentors are extended the privilege to participate in many activities, events, surveys, focus groups, and private collaboration groups where you are encouraged to provide your valuable insights on product and program feedback.

## MuleSoft Mentor Program Guidelines and Code of Conduct

### Overview

**MuleSoft Community promise:** The MuleSoft Community helps all developers, architects, business users, ITDMs, and C-levels be successful in their integration projects with Anypoint Platform. We welcome all, and we all learn, share and network together.

**MuleSoft Mentor promise:** MuleSoft Mentors are a close-knit group of MuleSoft trusted experts who go above and beyond to share their expertise and help the entire community succeed. We encourage each other, celebrate our successes, and work collaboratively to make our community the best place for new and experienced integration practitioners, admins, business leaders and others to learn and grow.

The following Program Guidelines and Code of Conduct help everyone stay focused on doing well and doing good together.

### Program Guidelines

#### Community Leadership

MuleSoft Mentors represent MuleSoft and Salesforce to the entire community. You proliferate our shared commitment to helping others succeed. And you represent the greater MuleSoft Community to Salesforce. The program provides exciting benefits to empower you as leaders and amplify your impact on the community (not to create an elitist group).

#### Teamwork

We work as a team to help the entire community do well and do good. You've been selected to join the program because of your incredible contributions, and we work to empower you. The

MuleSoft Community team works with cross-functional MuleSoft teams to ensure the program helps you be your best through MuleSoft Mentor benefits. And we rely on your ongoing feedback and contributions to optimize all aspects of the program.

## **Trust**

Trust and transparency are fundamental to the success of the MuleSoft Mentor program, and we take it very seriously. Empathy, respect, and constructive dialogue all help us build trust. MuleSoft Mentors should feel empowered to voice ideas and opinions to drive constructive change within MuleSoft, Salesforce, MuleSoft products, the MuleSoft Community, and the MuleSoft Mentor program. We encourage open communication, feedback, and discussion and accept it without judgement or negative consequences.

## **Respect for All**

The MuleSoft Mentor program is made up of people from a wide range of backgrounds, and every member of the program has a right to feel welcome, valued, and respected. Fostering an environment of respect is everyone's responsibility.

# **Code of Conduct**

MuleSoft and Salesforce place a great emphasis on the trust we give our MuleSoft Mentors. We expect our MuleSoft Mentors to follow a clear and strict code of conduct.

**We welcome all:** The MuleSoft Mentor community welcomes and supports people of all backgrounds and identities. This includes, but is not limited to members of any race, ethnicity, culture, national origin, color, immigration status, social and economic class, educational level, sex, sexual orientation, gender identity and expression, age, size, family status, political belief, religion, and mental and physical ability.

**We interact respectfully:** Not all of us will agree all the time, but disagreement is no excuse for poor behavior and poor manners. We all experience occasional frustration, but we cannot allow that frustration to turn into personal attacks. It's important to remember that a community where people feel uncomfortable or threatened is not a productive one. Be respectful when dealing with fellow MuleSoft Mentors, members of the community, the MuleSoft Community team, and MuleSoft and Salesforce employees.

**We behave professionally:** MuleSoft Mentors conduct themselves professionally. Be kind to others. Do not insult or put down other participants. Avoid harassment and other exclusionary behavior. This includes, but is not limited to:

- Discriminatory and language in any form.
- Personal insults, especially those using racist or sexist terms.
- Unwelcome sexual attention.
- Repeated harassment of others. In general, if someone asks you to stop, then stop.
- Inappropriate or unprofessional public behavior.
- Advocating for, or encouraging, any of the above behavior.

**We keep the community safe:** MuleSoft Mentors help keep the community a safe and welcoming place. We trust our MuleSoft Mentors to use your best judgment in escalating issues of concern that arise in the community. In the case that one of these issues arises, please contact the MuleSoft Community team at [community@mulesoft.com](mailto:community@mulesoft.com).

**We represent all MuleSoft and Salesforce core values:** MuleSoft Mentors are representatives of the entire MuleSoft and Salesforce ecosystem. It's highly important that MuleSoft Mentors uphold our core values of Trust, Customer Success, Innovation, Equality, and Sustainability.

## Program Removal

Behaving in a way that is inconsistent with these guidelines will result in removal from the program. Should you be removed from the program, you will be required to remove references to being a MuleSoft Mentor in all forums including social media, LinkedIn, blogs, etc.

**MuleSoft employees:** Because this is a community program, MuleSoft employees are not allowed to be MuleSoft Mentors. If a current MuleSoft Mentor becomes a full or part-time employee of MuleSoft or Salesforce, the MuleSoft Mentor will be removed from the MuleSoft Mentor program.

## MuleSoft Mentor Program by Persona

### Developers

As our technical, hands-on MuleSoft Mentors, our goal is to provide you with a program that enhances your developer skills, product enablement, and soft skill development. Check out the specialized opportunities, requirements, and benefits for you below:

## **Opportunities**

These are 5 opportunities we prioritize for all MuleSoft Developers:

- Writing technical how-to blogs for MuleSoft and MuleSoft Community
- Writing technical tutorials with the MuleSoft Developer Advocates
- Participating in Twitch live stream tutorial walkthroughs
- Speaking at TDX (our primary developer conference)
- Becoming 1:1 or 1:M mentors for new MuleSoft users/learners

## **Requirements**

As a MuleSoft Developer, we expect you to be knowledgeable with Anypoint Platform as such, we require:

- At least 1+ experience with Anypoint Platform
- Hold a valid MCD - Level 1 or Level 2 certification
- Expectation that you will continue to upskill and stay up to date with new MuleSoft product offerings

## **Benefits**

To enable you to meet our requirements as a MuleSoft Mentor, we also provide relevant benefits including:

- Product enablement and feedback sessions with early access to Betas as well as special access to Anypoint Platform through your training account
- Direct access to product managers and product marketing managers
- Soft skill training to enhance career development including blog writing, persona brand, video creation, and speaking training offerings

## **Architects**

As our strategy and API-Led connectivity visionary MuleSoft Mentors, our goal is to provide you with a program that enhances your architect skills, product enablement, and soft skill development. Check out the specialized opportunities, requirements, and benefits for you below:

## **Opportunities**

These are 5 opportunities we prioritize for all MuleSoft Architects:

- Writing strategic architecture and API-led thought leadership blogs for MuleSoft and MuleSoft Community
- Participating in Twitch live streams to discuss organization architectural strategies
- Becoming MuleSoft Delivery Champions (recognition as experts in MuleSoft architecture)
- Speaking at TDX (our primary developer/architect conference)
- Becoming 1:1 or 1:M mentors for organizations looking to transition to API-led architectures

## **Requirements**

As a MuleSoft Architect, we expect you to be knowledgeable with Anypoint Platform as such, we require:

- At least 1+ experience with Anypoint Platform
- Hold a valid MCIA and/or MCPA
- Expectation that you will continue to upskill and stay up to date with new MuleSoft product offerings

## **Benefits**

- Product enablement and feedback sessions with early access to Betas as well as special access to Anypoint Platform through your free training account
- Direct access to product managers and product marketing managers
- Soft skill training to enhance career development including blog writing, persona brand, video creation, and speaking training offerings

## **Business Users/Admins**

As our Mentors at the heart of solving complex business processes, our goal is to provide you with a program that sharpens your organizational and technical skills, further allowing you to build bridges and strengthen ties not only across your business but across the community as well.

## **Opportunities**

These are 5 opportunities we prioritize for all MuleSoft Business Users/Admins:

- Writing how-to pieces for the MuleSoft Community and Salesforce Admin Blogs
- Participating in Trailhead Live, or “Automate This” series specials
- Participating in company and personal PR features for new and emerging products
- Speaking at World Tours/Dreamforce (our primary business user/admin conferences)

- Becoming 1:1 or 1:M mentors for new MuleSoft users/learners

## **Requirements**

- Eager to learn more about our new and emerging automation products
- Willingness to evangelize automation products - get your team involved!
- Inclination to be seen as leading expert in the MuleSoft Automation field

## **Benefits**

- Coveted speaking/presentation spots on highly visible channels and platforms
- Product enablement and feedback sessions with early access to Betas
- Direct access to product managers and product marketing managers
- Soft skill training to enhance career development including blog writing, persona brand, video creation, and speaking training offerings

# **IT Decision Makers**

As our IT decision maker MuleSoft Mentors, our goal is to provide you with a program that enhances your ability to manage teams using MuleSoft, evangelize MuleSoft to other ITDMs, and build out your personal brand. Check out the specialized opportunities, requirements, and benefits for you below:

## **Opportunities**

- Speaking in high-profile events like CONNECT, World Tours, and Dreamforce
- Direct access to product roadmaps and insider feedback sessions
- Opportunities to engage your entire team to create a cohesive and strong organization
- Access to over 500 Leaders in the integration sphere
- Platforms to share your learnings, thought leadership, and influence others beyond the MuleSoft ecosystem

## **Requirements**

- Eagerness to get your team involved! Nominate them to become Mentors alongside you, get them certified, speak at events or encourage your team to participate
- If you are a MuleSoft Partner, we highly recommend becoming a Go-To-Market Champion

## **Benefits**

- Access to exec listening sessions as part of MuleSoft and Salesforce events
- Earn recognition as an expert in your field
- Product enablement to propel your organization to success

## **C-Levels**

As our organization executives and team leads for other MuleSoft Mentors, our goal is to provide you with a program that enhances your team's use of MuleSoft, achieving your organization's goals, and building strong networks. Check out the specialized opportunities, requirements, and benefits for you below:

## **Opportunities**

- Speaking in high-profile events like CONNECT, World Tours, and Dreamforce
- Direct access to product roadmaps and insider feedback sessions
- Opportunities to engage your entire team to create a cohesive and strong organization
- Access to over 500 Leaders in the integration sphere
- Platforms to share your learnings, thought leadership, and influence others beyond the MuleSoft ecosystem

## **Requirements**

- Eagerness to get your team involved! Nominate them to become Mentors alongside you, get them certified, speak at events or encourage your team to participate
- If you are a MuleSoft Partner, we highly recommend becoming a Go-To-Market Champions or Industry Champions

## **Benefits**

- Access to exec listening sessions as part of MuleSoft and Salesforce events
- Earn recognition as an expert in your field
- Product enablement to propel your organization to success

# **MuleSoft Mentor Program FAQs**



## General Program

### **Q: What is the MuleSoft Mentor Program?**

A: A recognition program launched in 2021 that celebrates MuleSoft Community leaders who inspire, share expertise, and mentor others.

### **Q: Who can become a MuleSoft Mentor?**

A: Anyone! Developers, architects, admins, business users, IT decision makers, and C-levels are all welcome.

### **Q: How are new Mentors selected?**

A: Community applications and nominations are reviewed quarterly by the MuleSoft Community team.

### **Q: How long does my Mentor status last?**

A: Mentor status is reviewed annually. Renewal is based on your community contributions over the past year.

### **Q: Can MuleSoft or Salesforce employees be Mentors?**

A: No. If a Mentor becomes a MuleSoft/Salesforce employee, they'll be removed from the program.

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## Contributions & Expectations

### **Q: What are the contribution requirements to remain a MuleSoft Mentor?**

A: At least **2 contributions per quarter** across blogs, events, forums, videos, mentoring, social activity, or other community initiatives.

### **Q: What counts as a contribution?**

A: Examples include: writing blogs, answering forum questions, speaking at events or meetups, mentoring others, creating tutorials, sharing thought leadership, or participating in advocacy campaigns.

### **Q: How do I report my contributions?**

A: Use the [self-report form](#) or post your contribution in the #share-your-post Slack channel.

### **Q: Are paid contributions eligible?**

A: No. Only unpaid community contributions count toward your status.

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## Benefits & Opportunities

**Q: What benefits do I get as a MuleSoft Mentor?**

A: Exclusive product feedback sessions, speaking/content opportunities, event perks (discounted passes, reserved seating), swag, access to private Slack channels, and training for technical and soft skills.

**Q: What is the Top MuleSoft Mentor Program?**

A: A yearly application-based program that offers 1:1 coaching, branding support, and advanced training for those aiming to become MuleSoft Ambassadors.

**Q: Do Mentors get event passes?**

A: Yes, Mentors may receive complimentary or discounted passes to select MuleSoft and Salesforce events. Keep an eye out in the MuleSoft Mentors Slack channel for more information.

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## Swag & Branding

**Important Notes:**

- Frequently Slacking our team about when you will receive your swag pack will not speed up the process. Our team will not respond to swag questions unless you've been previously notified that a swag pack is being shipped.
- Swag is meant to celebrate your status as a MuleSoft Mentor. Applying solely to receive swag is grounds for removal from the program.
- Our team reserves the right to remove swag as an incentive if it becomes problematic or detrimental to the program. Please don't ruin swag for others.

**Q: When do I receive my MuleSoft Mentor swag pack?**

A: We do not ship swag packs until you've been active as a MuleSoft Mentor for at least **6 months**. The team will reach out when you are eligible and based on our next shipment cycle. Note that once you have filled out the swag request form, it can take 8 to 10 weeks for processing. There's no need to follow up with us earlier than that.

**Q: How will I know if I am eligible?**

A: You must complete the [quarterly contribution form](#) (linked in the Mentors Slack channel and handbook). If eligible, you'll receive an email requesting your sizing information.

**Q: How many swag packs do I get?**

A: Each Mentor receives **one swag pack** after meeting eligibility requirements.

**Q: Can I get additional swag for being a Mentor?**

A: No. We do not offer extra swag prizes, as the program is built on passion and community impact, not material rewards.

**Q: Is swag sent annually or just once?**

A: Swag packs are a **one-time benefit** upon eligibility. They are not shipped annually.

**Q: Can you ship swag to every country?**

A: Unfortunately, no. We are currently unable to ship to **Pakistan, Macedonia, and most African countries**. This list is subject to change as we continue working on solutions.

**Q: Can I use the MuleSoft Mentor logo?**

A: Yes, once you've met your first quarterly contribution requirement. Use only the official version without alteration.

**Q: What happens if I leave the program?**

A: You must remove all current references to being a Mentor. You may list your past status with the years included (e.g., "MuleSoft Mentor, 2022–2023").

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## Communication & Support

**Q: How do Mentors connect with each other?**

A: Through private Slack channels (#mulesoft-mentors, #leaders, and #share-your-post), the MuleSoft Community LinkedIn page, and the Trailblazer Forums.

**Q: Who do I contact with program questions?**

A: Post in the MuleSoft Mentors Slack channel (#mentors) for the fastest response, or email [mulesoftmentors@salesforce.com](mailto:mulesoftmentors@salesforce.com).

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## Persona-Specific

**Q: Are requirements different for Developers, Architects, Admins/Business Users, ITDMs, or C-levels?**

A: Yes. Each persona has specialized opportunities, contribution types, and benefits tailored to their role.

**Q: Do I need certifications?**

A: Developers should hold **MCD Level 1 or 2**; Architects should hold **MCIA and/or MCPA**. Other personas are not required to hold certifications but are expected to evangelize MuleSoft and automation products in their fields.

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## **Confidentiality & Trust**

### **Q: Do Mentors sign an NDA?**

A: Yes. You will have access to pre-release information and must not share anything outside the public domain.

### **Q: What if I'm unsure if information is public?**

A: Always check with the MuleSoft Community team before sharing.