

HELPFUL HINTS & INSTRUCTIONS FOR USING THE TAKE STOCK APP - MENTEE/STUDENT GUIDE



1

Downloading The App

1. On your smartphone, go to the App Store (iPhone) or Google Play (Android).
2. Search for "TSIC"- you should see the Take Stock logo.
3. Download and Install the app - IT'S FREE!

2

Checking Your Phone Settings on iOS and Android Devices

1. Notifications Push (iOS and Android)
2. Location Based Services (iOS and Android)
3. Calendar Google (Android)
4. Allow access to library, camera and microphone (iOS and Android)



3

Logging In

1. Login as a Mentee, using your email and the password **Welcome123**.
2. You can change your password using the "Change Password" feature in the hamburger navigation.



4

Accept/Reschedule a Session Request

1. Go to "Mentor Sessions".
2. Select "Accept" or "Reschedule" for the session request shown.
3. If rescheduling, add a note to discuss a better time to meet.



5

Text Chat With Your Mentor

1. Go to "Chat with Mentor" to text with your mentor.



6

Video Chat With Your Mentor

1. Your Mentor will initiate a Video Chat with you during your Scheduled Mentor Session time.
2. Simply "Accept" the Video Chat and begin chatting with your Mentor.
3. Video Chats are limited to a total of 30 minutes per week.
4. Make sure you are in an appropriate environment with limited distractions.



Having Trouble?

Students can now access most features of the Take Stock App on a PC or Laptop by selecting 'Student Login' from **www.TakeStockInChildren.org**

Email **APPSUPPORT@TSIC.org** and include Your Name; iPhone or Android; A brief description of your issue; Include a screenshot of the error.

TAKE STOCK APP: TOP 5 ISSUES FOR MENTORS/STUDENTS



Issue #1: Mentors/Mentees are unable to connect to the Take Stock App on Private Networks.

Resolution: 1. Local Affiliates should work with their school districts to safely list our Take Stock App. Email AppSupport@tsic.org for more information.

2. Ask the user (Mentor/Student) to disconnect from the private network and use their cell service, keeping in mind they will incur data usage and be mindful of their service plan.

3. Inform the user to try again when they are on a public non-restricted network or at home on a personal network.

Issue #2: Take Stock App is not working, or I am getting an error message

Resolution: Ask the user to Uninstall/Delete the Take Stock App from the mobile device and reinstall fresh from the Apple App Store or Google Play Store.

Issue #3: I can't connect on Video Chat

Resolution: Video Chat can only be used between the hours of 6:30 AM to 8:30 PM. If the video echoes or has poor picture quality, check your network/cell signal to ensure you have a strong connection, disconnect the call, and then try again.

Issue #4: I can't log in to the Take Stock App

Resolution: The email/username for the Mentor/Student is the primary email address in the Take Stock database. The default password is "Welcome123". Passwords can be reset by staff in the Affiliate Portal or by the user from 'Reset Password' in the app hamburger navigation or 'Forgot Password' on the Login Screen.

Issue #5: I can't log in to the computer portal

Resolution: Ensure the user is using the correct link:
Affiliate Portal - <https://tsicmentorapp.org/admin/login>
Mentor Portal - <https://tsicmentorapp.org/mentor/login>
Student Portal - <https://tsicmentorapp.org/mentee/login>

