



[Mentor Portal](#)
[Scholar Portal](#)

Check out our [Mentor Portal](#) and [Scholar Portal](#) Instruction pages - which include videos too!

Frequently Asked Questions

1. What should I do if I haven't received a portal account activation email?

- We emailed all active Mentors and Scholars on June 1. The subject line should be "Welcome to Mentor Portal" or "Welcome to Scholar Portal."
- Be sure to check your spam folder and [this article](#) for troubleshooting purposes.
- Please email admin@oaklandpromise.org for additional support. We can resend an activation email.

2. How can I complete a survey via the Portal?

- Please read [this article](#) (for Mentors) or [this article](#) (for Scholars) for a longer description of how to find the correct survey link.
- On the "My Surveys" / "Scholarship Requirements" page, the survey links are stored in the far right column of each survey table. Note that you should NOT click on the survey name link at the far left.

MY ACTIVITIES AND INCOMPLETE SURVEYS						SCHOLAR FEEDBACK FILES	COMPLETED FEEDBACK FORMS AND SURVEYS
My Incomplete Mentor Surveys							
Mentor Check In And Survey Name ↑	Scholar Name	Due Date	Survey Form Link	Check-In Form Link			
1 June 2021 Mentor Scholar Check-in	Test2 Test2	6/10/2021					
My Activity Feedback Forms							
M-S Activity Name ↑	Scholar	Due Date	Submission Approved	M-S Activity Feedback Surv...			
1 Example 2021	Test2 Test2	5/31/2021	Not yet completed				
2 2.1 My Values 2021	Test2 Test2	7/31/2021	Not yet completed				
3 2.2 Goal Setting 2021	Test2 Test2	9/30/2021	Not yet completed				
4 testing 123	Test2 Test2	5/29/2021	Not yet completed				

3. [Scholar question] Why are my awards and/or disbursement schedule blank in the portal?

- There was a system error that caused blank fields in the scholar portal, but amounts and dates should be appearing now. If your "Scholarship Information" page is still blank, please email us at admin@oaklandpromise.org. Your "Scholarship Information" should look something like this:



Scholarship Information

Total Awarded Amount: \$8,000

Next Payment Date: August 1, 2021

Next Payment Amount: \$666.66

Disbursements

	Amount	Scheduled Date ↑	Disbursement Date	Advising Approval	
1	\$666.66	8/1/2020	9/23/2020	Approved	▼
2	\$666.66	12/25/2020	1/27/2021	Approved	▼
3	\$666.66	3/15/2021	4/22/2021	Approved	▼