

# USER GUIDE

FOR FRANCISCANATHOME.COM

*Here at the Catechetical Institute, we do not want to be **maybe** helpful. We aim to be **actually** helpful in forming those who form others.*

*At first glance, our FranciscanAtHome.com platform may look like just another online program; a checklist of things you must complete to meet the catechist requirements or CEU requirements set forth by your diocese.*

*Franciscan at Home is certainly a way to help you meet requirements, but our **real** goal is to come alongside you on this journey and to equip you with the tools and resources that **you** feel you need.*

*We have no hidden agenda or any desire to push information on you that we think you need to know, and we certainly don't want you to feel like we are trying to make you run cookie cutter programs in your parishes and schools. What we have set out to accomplish is **different**, but the only way to prove it to you is for you to see it for yourself.*

*Given the experience of our 40,000 + learners and 5,000 + parishes and schools, we promise you'll be surprised by what we have to offer you.*

## STARTING TIPS FOR USING THIS GUIDE:

*This user guide is a technical guide to help learners, institutional leaders, mentors, and diocesan officials know how to effectively use and navigate the franciscanathome.com platform.*

*Each title in the table of contents is linked to its accompanying section. Also, many of the **bold and italicized** parts are links to other parts of the guide or to outside resources.*

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# USER GUIDE

FOR ALL FRANCISCAN AT HOME USERS

## CONTACT US

We have done our best to make sure that this guide is thorough, and we hope that it includes all the information that you will need to easily navigate FranciscanAtHome.com. If you have any questions or technical issues, please feel free to reach out to us. You can email us at [ci@franciscan.edu](mailto:ci@franciscan.edu), or give us a call at (740) 283-6754.

## BASIC TERMS AND DEFINITIONS

**Learner/User:** Anyone who has created an account on FranciscanAtHome.com, regardless of subscription status.

**Mentor:** Relative to CI's ministry formation tracks and workshops, the mentoring role is for personal, long-term support of the learner as he/she participates in workshops.

**Institutional Leader:** A learner who has been given administrative access for an individual institution (parish, school, etc.). In most cases, this individual is likely to be the parish catechetical leader or the school principal. However, other additional learners may also be added to the list of leaders to assist with administrative tasks.

**Diocesan Official:** A learner with administrative access to view all institutions, people, and progress for a whole diocese. Diocesan officials can edit information about the diocese as well as request the addition of tracks, courses, workshops, certificates, ongoing in-person and virtual trainings, and many other forms of assistance from the Catechetical Institute. These are normally diocesan leaders such as diocesan religion/sacrament coordinators, school superintendents, diaconate directors, etc.

**Partnering Diocese:** A diocese that formally acknowledges a relationship between the diocese and the Catechetical Institute through a letter from the bishop. A diocese then chooses to either partially or wholly incorporate Franciscan at Home for the parishes, schools and/or other institutions throughout that particular diocese.

**All On Board Diocese (AOB):** A diocese that has onboarded all parishes and/or schools.

**Persuasion Based Diocese (PB):** A diocese that has partnered with Franciscan at Home and has institutions sign up and pay for memberships individually.

**Dashboard:** This is the main account page for learners on FranciscanAtHome.com after they have created an account. From this page, learners have access to tracks and workshops, as well as their subscription information.

**Track:** A collection of workshops specifically designed to serve a particular area of ministry.

**Course of Study:** A subset of workshops within a given track. For example, in our Catechist Track, there are three Courses of Study: Foundations, Advanced Part I, and Advanced Part II.

**Workshop:** Workshops are topic-based lessons and reflections composed of approximately 6-10 short videos and accompanying tasks that break down the learning and reflection into bite-sized pieces. Learners may participate in workshops individually or in groups, on-site, or remotely.

**CI Webinar:** A full-length teaching (60 min on average) that is a topic originally offered online to a live audience, and adapted for a recorded format afterward, including the addition of discussion questions and follow-up resources. Webinars can be single-presenters or panels of two-five people in an area of expertise. Unlike our workshops, webinars often feature the work of a given apostolate or focus on explaining a specific resource.

**CI Seminar:** A full-length teaching (60 min on average) that is given in a manner that is not specifically suited to being broken-up and tasked as a catechetical formation workshop, but has great value being offered as a whole piece, with suitable discussion questions at the conclusion. Seminars can be used in one-to-one mentoring relationships, but are not specifically designed for that, and are better suited to small group discussion.

**The Guild:** The International Guild for Catechists and Leaders is a diverse and apprenticeship-oriented entity serving anyone who desires to learn how to pass on the faith to others effectively. This Guild is for catechists and teachers in any role and leaders at any level. Please visit [FranciscanAtHome.com/Guild](https://FranciscanAtHome.com/Guild) for more information.

**Catechetical Review (Journal):** The Catechetical Review is an international quarterly catechetical journal primarily written for Directors of Religious Education, catechetical leaders, religious educators, youth ministers, RCIA coordinators, and anyone involved in faith formation. Its contributors, who aim to help in the formation of all those in a position to hand on the faith, come from academic catechetics faculties and "from the field." Parishes and schools that sign up as an institution on Franciscan At Home will receive a hard copy of *The Catechetical Review*, and all learners with an active membership can access the Catechetical Review directly from Franciscan at Home by logging in and going to <https://franciscanathome.com/the-catechetical-review/issues>. If an individual is interested in subscribing to the print journals, he/she can do so by visiting the main website for the journal at <https://review.catechetics.com>.

# USER GUIDE

## FOR LEARNERS

### SIGNING UP ON FRANCISCANATHOME.COM

To gain access to the variety of resources available on FranciscanAtHome.com, learners will first need to create an individual account and select a membership option.

### QUICK START FOR INDIVIDUALS IN PARTNERING DIOCESES

The **Quick Start** instructions below are for individuals who are signing up under a partnering diocese, AND whose parish or school already has an institutional subscription.

If your diocese is not yet partnered or your institution has not yet purchased a subscription, please begin with the section on **Creating an Individual Account**.

- Begin by visiting **FranciscanAtHome.com**.
- At the top of the page, click on the “Partnering Dioceses” tab in the top right corner of the page.
- Search for and select your diocese from the list of partnering dioceses. This will take you to your diocesan landing page. On this page, please read the customized welcome message, as it may include important information regarding the partnership and use of Franciscan At Home.
- Click on the second blue button on the right-hand side of the page that says, “My parish or school is already registered...”
- Select the option to “create a new account”
  - If you have previously created an account on our platform, you should not create a second account. Instead, see the section of this guide on **Keeping Your Account Information Updated**.
- On the next page, enter your information into the required fields (all fields with a red \* are required).
- Scroll down to the bottom of the page and select the green “Create new account” button.
- On the next page, select your institution from the drop-down list of institutions in the diocese and click on the blue “Sign Up” button.
- Since you have finished signing up, you can jump to the **Start Learning** section of this guide for more information on navigating our platform.

TUTORIAL OPTIONS: WATCH **THIS TUTORIAL** OR VIEW THE FULL LIST OF **LEARNER TUTORIALS**

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## FREQUENTLY ASKED QUESTIONS

*My diocese isn't listed in the drop-down list of partnering dioceses. Can I still sign up?*

If your diocese is not listed in the drop-down list of partnering diocese that means that the relationship between the Catechetical Institute and your diocese has not yet been formally approved by your bishop. You are still welcome to sign up on our platform for your own personal benefit, however, we cannot guarantee that your diocese will recognize or count any of the work that you complete towards diocesan certification.

*My diocese is not partnered, but my parish or school is already signed up. How do I sign up under that institution?*

If your institution is already signed up, please see the instructions for [Signing Up Under an Institutional Subscription](#) in the next section.

*My diocese is partnered, but my institution (parish, school, apostolate, etc.) isn't listed in the drop-down. What do I do next?*

If your institution does not appear in the drop-down, it could mean that your parish or school representative has not yet created an institutional subscription. Please reach out to your parish or school representative for more information.

If you are a representative of a parish or school and you are looking to register your institution, please view the [For Institutional Leaders](#) section of this guide for further instructions.

## CREATING AN INDIVIDUAL ACCOUNT

To access the content on FranciscanAtHome.com, all learners need to first create an individual account. Since the individual accounts are used for tracking and record-keeping purposes, each learner will need an account even if the workshops are being completed in a group setting.

While we recommend using Franciscan at Home on a desktop computer for the best user experience, the website is also compatible with mobile devices.

To create an individual account on our platform, please follow the steps below:

- Visit [FranciscanAtHome.com](https://FranciscanAtHome.com) and click on the 'Login' button in the top right corner of the page.
- Select the option to "create a new account"



- If you have previously created an account on our platform, you should not create a second account. Instead, see the section of this guide on [Keeping Your Account Information Updated](#).
- On the next page, enter your information into the required fields (all fields with a red \* are required).
- Scroll down to the bottom of the page and select the green “Create new account” button.

Now that you have created your individual account, please see the following sections for instructions on [Choosing a Membership](#) in the next section.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [LEARNER TUTORIALS](#)

## CHOOSING A MEMBERSHIP

Now that you have created an individual account you can now select a membership type. The options for individual memberships are listed below:

- Signing Up Under an Institutional Subscription
- Signing Up for an Individual Guild Membership

*Please note that you can have multiple memberships on your individual account. It is possible to be signed up under multiple institutions and/or have an institutional membership and a guild membership associated with your account. Please see the section on [Adding or Switching Subscriptions](#) for more information.*

## SIGNING UP UNDER AN INSTITUTIONAL SUBSCRIPTION

If your institution (parish, school, apostolate, etc.) has already purchased a membership, you can sign up under this subscription for free by following the steps below:

- Login to the individual account that you previously created on FranciscanAtHome.com.
  - If you have not yet created an individual account on FranciscanAtHome.com, please begin by following the instruction in the [Creating an Individual Account](#) section of this guide.
- On your dashboard, select the green “Choose a membership” button.
- Under “Does your institution (parish, school, etc.) already have a subscription?” click on the [“Free Sign Up”](#) button.
- Select your diocese from the drop-down list.
- Once you select your diocese, a list of registered institutions from your diocese will appear.

- Select your institution from the drop-down list of institutions in the diocese and click on the blue “Sign Up” button.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [LEARNER TUTORIALS](#)

## FREQUENTLY ASKED QUESTIONS

*What do I do if my institution doesn't appear in the drop-down list?*

If your institution does not appear in the drop-down, you have two different subscription options to move forward on our platform. You can either sign up for an individual subscription through the Guild, or you can choose to sign up your parish or school as an institutional subscription.

For an individual subscription please follow the instructions for [Signing Up for an Individual Guild Membership](#) in the next section.

For an institutional subscription, please view the [For Institutional Leaders](#) section of this guide for further instructions.

*What if I am associated with more than one institution? Do I have to choose between the two?*

No, we understand that many individuals are associated with multiple parishes or schools. Franciscan at Home allows your account to be associated with multiple institutions, so that each of those institutions can keep track of your progress through the tracks and workshops.

## SIGNING UP FOR AN INDIVIDUAL GUILD MEMBERSHIP

The International Guild for Catechists and Leaders is a diverse and apprenticeship-oriented entity serving anyone who desires to learn how to pass on the faith to others effectively. This Guild is for catechists and teachers in any role and leaders at any level. Please visit [FranciscanAtHome.com/Guild](https://FranciscanAtHome.com/Guild) for more information.

Whether you are looking for an individual subscription or part of an institutional subscription, you may decide to add a Guild membership to your account so that you have access to the Franciscan at Home content and other perks offered exclusively for Guild members.

To sign up, please login to the account you previously created on FranciscanAtHome.com and follow the instructions below to sign up for an individual subscription under the International Guild for Catechists and Leaders:

- On your dashboard, select the green “Choose a membership” button.

- Under “If your institution does not subscribe, we invite you to explore joining as an individual through the Franciscan International Guild for Catechists and Leaders,” click on the blue “Learn More” button.
- Select the first blue button on the right-hand side of the screen that says, “I would like to join the Guild as an individual. To see the cost options you can choose from, please click here.”
- Choose the cost best suited for your situation and follow the prompts on the screen to finish signing up.

The generosity of others has allowed us to be flexible in our pricing structure. Please give what you can so that we can continue to pay it forward.

TUTORIAL OPTIONS: WATCH ***THIS TUTORIAL*** OR VIEW THE FULL LIST OF ***LEARNER TUTORIALS***

### KEEPING YOUR ACCOUNT INFORMATION UPDATED

Now that you have created an account on FranciscanAtHome.com, and chosen a subscription, it is quite simple to keep this account updated, without ever needing to create a second account.

Change happens! Whether you are switching parishes, moving schools, or you just want to change your password, you can easily make these changes by following the steps below.

If you have previously created an account on our platform, you should not create a second account. Instead, please update your account by following the instructions in this section.

### EDITING YOUR ACCOUNT INFORMATION

- Login to your account on ***FranciscanAtHome.com***.
- Select the “Edit my account” tab at the top of your dashboard.
- Under this tab, you’ll be able to edit any of the account information that you entered when you first created your account (i.e., your name, email address, password, phone number, etc.)
  - If you are having trouble logging in with your email and password, please see the section on ***Updating your login information***.
- Once you have finished making the desired changes, scroll down to the bottom of the page and select the green “Save” button at the bottom of the page.

TUTORIAL OPTIONS: WATCH ***THIS TUTORIAL*** OR VIEW THE FULL LIST OF ***LEARNER TUTORIALS***

## UPDATING YOUR LOGIN INFORMATION

To login to your account on Franciscan At Home, you will need to know the email address and password associated with your account.

If you are having trouble logging in, you can change or reset your email and password information by following the instructions below:

### ***Resetting your password:***

- Visit FranciscanAtHome.com and click on the “Login” button in the top right corner of the screen.
- On the login page, select the “Request new password” option near the top of the page.
- Enter the email address associated with your account.
- Instructions for resetting your password will then be sent to this email address.

Unfortunately, the “Request new password” option only works if the email address associated with your account is correct and active. Please [Contact Us](#) directly if you are unable to retrieve the password reset.

### ***Changing your email address:***

If your email address is no longer correct, you can still use it to login to your account if you remember the password associated with your account. You can then update your email address under the “Edit my account” tab on your dashboard.

Please [Contact Us](#) directly if you need to update your email address and you cannot access your account.

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TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [LEARNER TUTORIALS](#)

## ADDING OR SWITCHING SUBSCRIPTIONS

On Franciscan At Home, we never want you to have to redo your work, or have to manage multiple accounts. For this reason, you’ll never have to create a second account on our platform. Instead, you can add multiple subscriptions to your account or switch institutions easily by following the instructions below:

### ***Adding an Institutional Subscription:***

Many individuals who have signed up on Franciscan At Home are associated with multiple parishes or schools. It might be necessary for your account to be associated with multiple

institutions, so that each of those institutions can keep track of your progress through the tracks and workshops.

To add an institutional subscription to your account, please follow the instructions under the [Signing Up Under an Institutional Subscription](#) section of this guide. *(Please note that you will not have the “Choose membership button on your dashboard. Instead, please follow the instructions to click on the white home button.)*

### **Adding a Guild Subscription:**

To add an individual guild subscription to your account, please follow the instructions under the [Signing Up for an Individual Guild Membership](#) section of this guide. *(Please note that you will not have the “Choose membership button on your dashboard. Instead, please follow the instructions to click on the white home button.)*

### **Switching Subscriptions:**

To switch the subscription that you are signed up under, please begin by signing up for the correct subscription. You can do so by following the instructions under the [Signing Up Under an Institutional Subscription](#) or [Signing Up for an Individual Guild Membership](#) sections of this guide.

After signing up under the correct subscription, please remove the incorrect subscription by scrolling down to the bottom of your dashboard and select the “Cancel this membership” button next to the one that you wish to remove.

Please remember, you can have multiple subscriptions, so you don’t have to remove a previous subscription unless you are no longer associated with that institution.

### **Cancelling Your Subscription:**

Your subscription information is located at the bottom of your dashboard. To cancel a subscription associated with your account please scroll down to the bottom of your dashboard and select the “Cancel this membership” button next to the one that you wish to remove.

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TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [LEARNER TUTORIALS](#)

## START LEARNING

As a learner with an active subscription on FranciscanAtHome.com, you now have access to the “Start Learning...” section on your dashboard. This section gives you access to all the workshops and tracks available on our platform.

## STARTING A TRACK

*It is important to note that many dioceses have customized their own tracks for their learners. Please be sure to start the correct track in order to meet the diocesan requirements.*

To get started in a particular track or ministry area, please follow the instructions below:

- On the left-hand side of your dashboard, select the title of the track that you would like to begin.
- Choose one of the “Start this track...” options.
  - Every learner on our platform will have the option to “*Start this track without a mentor*”, but “*Start this track and request a mentor from Name of Parish/School*” and “*Start this track and request a mentor from Name of Diocese*” might be listed as options as well.
  - If you are unsure of whether you should request a mentor, select the option to “Start this track without a mentor.” You can always go back and request a mentor later if needed.
  - Please view the [Requesting a Mentor](#) section of this guide for more information.
- Now that you have started the track, click on the title of the first course of study.
- This will take you to a new page where you can click on the option to “Start this course.”
- You can now click on any of the workshop titles in this particular course, and our platform will keep track of your progress.

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TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [LEARNER TUTORIALS](#)

## FREQUENTLY ASKED QUESTIONS

*Can I take any workshop on the platform, or only those within a certain track?*

All the workshops on Franciscan at Home are available to all the learners on our platform with active subscriptions. It is designed to allow for learners to both follow a track and take any workshop of interest outside of that track simultaneously. However, it is important to note that not all workshops will count toward a particular certificate. Please see the section of this guide on [Receiving a Certificate](#) for more information.

## SEARCH ALL WORKSHOPS, WEBINARS, AND SEMINARS

On the right-hand side of your dashboard, you have the option to search through an alphabetical list of all the workshops, webinars, and seminars that are available on FranciscanAtHome.com. This gives you the ability to narrow the search by title, presenter,

language, and type of resource to better help you find the resources that can best serve your needs.

For more information on the distinction between workshops, webinars, and seminars, please see their definitions in the [Basic Terms and Definitions](#) section of the guide.

## STARTING A WORKSHOP

To start a workshop, click on the workshop title, either from the alphabetical list on the right-hand side of the dashboard or from within the context of a track.

*If you are taking workshops on our platform as part of a partnering diocese, please make sure you are completing the workshops in the context of a track to receive credit.*

Select the option to “Start this workshop.”

Once you’ve started a few workshops, you may notice that all the workshops on Franciscan at Home follow the same structure. No matter which workshop you click into, the same key elements will *always* be there. For example, every workshop on our platform will have the Patron Saint, Resources, and Workshop Presenter boxes on the right-hand side of the page.

Below is a list of each of the elements that are commonly found within our workshops, as well as a brief definition of how they are used in the context of our workshops.

**Description:** This is a brief explanation of the topic area that this workshop is going to cover along with how this topic relates to goals that the learner is trying to achieve in his/her ministry area.

**Bookmark this workshop:** This feature is available in the top-right corner of every workshop and allows learners to pin the workshop to their dashboard for quick and easy access.

**Patron Saint:** The lives of the Saints are a beautiful gift that the Church offers to us. We have chosen a Patron Saint for each workshop so that we can learn more about the Saints, as well as ask for the Saint’s intercession as we work through the content of the workshop.

**Resources:** This box includes helpful links to resources that you may find beneficial as you continue through the workshop. These links include things like Scripture, the Catechism, a Catholic dictionary, a list of abbreviations of Church documents, the attributions for the artwork and media we use, and other resources. Please feel free to take a look at all this section has to offer.

**Workshop Presenter:** We include a brief bio of our workshop presenter to give you a little insight into who this individual is as a person. You will be spending a lot of time with many of our

presenters, and we thought it was a shame that you couldn't get to know each other more. Our hope is that these short bios (especially the ones with video clips) will help you feel more connected to the presenter.

**Scripture:** Every workshop begins with a relevant quote from Scripture, from which the rest of the workshop can then flow.

**Objectives:** The goals of the workshop. At the end of the workshop, the learner will be able to walk away with these three things.

**Handouts:** Additional pages that were created to help the learner navigate the workshop content successfully.

**Introduction:** Any "need to know" information that the learner should understand before entering into the video content of the workshop.

**Pre-Task:** These help to gauge where the learner's starting point is with a particular topic. In other words, what does the learner already know about this topic area.

**Segment:** Workshops are divided into what we call segments. Each workshop is made up of 6-10 segments and each segment includes a 10-12-minute video, followed by a task, and an automated response.

**Task:** The tasks are designed to engage the learner in the content that they received from the video in order that the learner may understand the content, apply the practical skill, and grow spiritually. Tasks are not merely multiple-choice questions to see if the learner was listening, but reflective questions that encourage each learner to take the content of the workshop and apply it to his/her ministry area and everyday life.

**Formation Companion:** A formation companion is someone who supports you in meeting the goals of a workshop and with whom you can share your thoughts candidly. Your formation companion is a person you choose to accompany you through the workshops, a friend who will also be a sounding board. He/she is not expected to be an expert in the area or a second mentor, but rather an available, supportive person to walk with you on this journey. This could be a spouse, neighbor, co-worker, long-time prayer partner, etc. We've designed the workshops to lean into this type of relationship as an urgently important part of your progress.

**Automated Response:** This is the additional guidance and help we provide for learners after every task, often including other resources and clarification of points within the workshop.

**Final Questions:** The final questions at the end of a workshop are often used by the mentor as a conversation starter when a learner has completed a workshop.



**Evaluate this workshop:** After completing a workshop, the learner has the option of evaluating the workshop. These evaluations help us to know how *we* are doing in delivering our content. Many of the changes that we have made to our workshops and to Franciscan at Home started as ideas that we received as feedback in evaluations. The evaluations give *us* an opportunity to grow.

**Email me my workshop progress:** Although our platform tracks a learner's progress through a workshop, learners also have the option to "Email me my workshop progress." The platform will send the learner a copy of the workshop responses for his/her own records.

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TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [LEARNER TUTORIALS](#)

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## FREQUENTLY ASKED QUESTIONS

*What workshops are available on FranciscanAtHome.com?*

There are currently over 200 workshops available in various ministry areas, with new workshops being released regularly. These workshops make use of the experience and skills of dozens of outstanding presenters from all over the United States and several other countries and seek to provide the best training available in each ministry area.

All the workshops are available to you on the right-hand side of your dashboard. The full alphabetical list of the workshops and their descriptions is also available on our [Tracks and Workshops](#) page.

*What is the normal time commitment for completing a workshop?*

The average time commitment of completing a workshop on Franciscan at Home is roughly between 2-4 hours. Although each workshop is about an hour of video content, it often takes learners anywhere from 1-3 hours to complete the tasks. The time it takes to complete a workshop can also be impacted by whether learners are completing the workshops on their own or in a group setting.

*Are there any resources in Spanish?*

Yes! The Catechetical Institute at Franciscan offers workshops that are filmed in Spanish, so that the material and teaching is firstly in Spanish, and enculturated already, as well as workshops dubbed in Spanish from among our most popular English-language topics.

## A FEW LEARNING TIPS AS YOU BEGIN

*To inspire and encourage you...*

Since the time of the apostles, people have shared their faith in Jesus Christ person-to-person, generation-to-generation, in an unbroken chain. In every generation the Lord calls his people to pass on what they themselves have received: "For I received from the Lord what I also delivered to you" (1 Cor 11:23).

As catechists, we are part of this generation's link in that unbroken chain of faith. Handing on the faith is a deeply personal endeavor. Those we invite towards a deeper love for God and His Church will one day invite others. May the good Lord bless your desire to seek Him more deeply, and may you find good fruit for your soul here!

We are excited that you are about to embark on the learning process of these workshops. What you are entering into is not just another online course, but a formation experience that draws from the time-tested mentoring strategies handed down by catechists throughout Church history blended with an online format that gives you access to the best Catechetics faculty and speakers in one location.

To get the most out of the workshops on our platform, please read through the frequently asked questions below.

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## FREQUENTLY ASKED QUESTIONS

*How should I spiritually approach these workshops?*

As you embark on this adventure, permeate everything you do with prayer. We recommend that you pray along with the presenter at the beginning of every workshop, and when you come to the end of a task you've completed, pray again. The division between each segment is marked. These dividers would be a great place to deliberately place yourself in the presence of the Triune God we serve and say a prayer of thanksgiving and praise to God's Holy Name. This can be as simple as saying a "Glory Be."

*How should I approach these workshops as a learner?*

We strongly recommend as you learn that you journal on any thoughts that come to mind as you work through the videos and tasks of each workshop. This will be a valuable record of your learning journey, and a possible inspiration for conversations with your small group, formation companion, or mentor.

When completing these workshops, do not be afraid to just be yourself. It's ok to share your weaknesses, in understanding or in faith, with your mentor. In fact, the best way of learning is to let your weaknesses be seen so that they can be addressed. We often learn best from making mistakes, so put your whole heart into these workshops. Trust that your mentor or small group will respect your vulnerability, challenge you, and encourage you.

## How do I get the most out of these workshops?

We recommend taking these workshops with a pencil or pen in hand. Every workshop includes a handout that outlines the content of the workshop. It can be helpful to print these handouts and take notes as you go along.

Throughout the workshops you may also be asked to read sections of text from either Scripture, the Catechism of the Catholic Church, Church documents, articles from the *Catechetical Review*, and many more. As you read, you may find it helpful to mark the text in the following ways:

- *Underline points or ideas the author is indicating as important.* One indication that a point is being emphasized is that the words or ideas recur; another is that the point is written about in a particularly arresting way.
- *Mark any words or ideas when you are not certain as to their meaning.* You'll want to check the meaning of these — check any footnotes, or a biblical dictionary to help understand them (a link to this resource is provided on each workshop's page). Probe the text; make it a habit to ask “Why?” of passages. You're trying to understand why the writer has written what you are reading. Experience shows that these points are often some of the richest veins for exploration. Be patient and keep questioning.
- *Mark any points which strike you, where the words seem to “leap off the page”* or are especially pertinent for you at the moment; you may want to return to these in prayer, or even memorize certain lines.
- It is an ancient practice to read passages out loud, and it can assist you in focusing on the words and their meaning. Practicing the skill of learning and discovering the faith ever more fully will inspire those we teach to do the same.

## REQUESTING A MENTOR

For those seeking mentorship through a diocese, the diocesan offices would normally match mentors to learners, or delegate that decision to the parish or school leadership. Your diocese should inform you on whether you are required to be mentored through a track for certification. Please contact the diocese if you are unsure.

To request a mentor for a particular track, please follow the instructions below:

- Click on the title of the track on the left-hand side of your dashboard.
- Select the option to “Start this track and request a mentor from... *Name of Parish/School/Diocese.*”

- If your institution and/or diocese has enabled you to request a specific mentor, this is where you would find his/her name. (An institutional leader or diocesan official will still be able to approve or deny the request)
  - Your diocese or institution must first grant you permission to request a mentor. If you are required to complete the track with a mentor but have not yet been given permission to request a mentor, please contact your institutional leader or diocesan official.
- Once you have been assigned a mentor, both you and your mentor will receive an email informing you of the pairing, and your mentor's bio will be displayed on the track page.
- You can email your mentor at any time by clicking into the track page and clicking on the blue "Send Message" button under the bio.

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## STYLES OF MENTORING

There are two different styles of mentoring that have become quite popular with our learners on FranciscanAtHome.com. There are several learners on our platform that are being mentored one-to-one. In this style, a learner works through the workshops individually, and meets with his/her mentor once the workshop is completed to discuss the content.

In the second (and most preferred) style, learners complete the workshops together in a group setting. In this style, the learners watch the videos together and use the tasks as discussion starters. The mentor in this style then acts as the group facilitator and is mentoring the group together instead of each person individually.

### *The role of the mentor...*

The role of the mentor is to help guide learners as they journey through the workshop, and to help the learners integrate what they are learning into their every day lives. The role is not to act as a second teacher of the content, instead it is a role of accompaniment.

Although your mentor may occasionally correct spelling of key terms, he/she will not be correcting grammar and spelling elsewhere. If this is not a strong point, do not worry! The mentor will only correct spelling or phrasing that, if used incorrectly could be misunderstood in a way that would distort the faith. So, when it comes to your concerns about written work, please write as you write, relax, and do not worry about making mistakes.

### *Submitting the workshop to your mentor for approval...*

Once you have completed all the tasks within the workshop. You'll want to submit the workshop to your mentor to be approved. To do so, please follow the steps below:

- Scroll down to the bottom of the workshop.
- Select the green “Send workshop to mentor for final review” button at the very bottom of the page.
- All the tasks (including the final three questions) must have a response written in them for the workshop to be sent to the mentor.

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## FREQUENTLY ASKED QUESTIONS

*Franciscan at Home won't allow me to submit my workshop to my mentor, what do I do?*

There are often two reasons why a workshop can't be sent to the mentor. To submit the workshop to your mentor, be sure to complete all the tasks (and final questions) associated with the workshop.

It is also the case that in order to take send the workshop to your mentor, the workshop must be taken within the context of the track. In other words, you must enter the workshop through the track on the left-hand side of your dashboard, not through the alphabetical list of workshops.

*How do I request a mentor after I have already started a track?*

If you have already started a track without a mentor and were given permission to request a mentor after you began, you can request a mentor by clicking into the track from the left-hand side of your dashboard and selecting the “Request a mentor” button in the box on the top-right corner of the track page.

*Can I request a mentor even though my diocese or institution does not provide them?*

The Catechetical Institute provides mentors for individual learners at an additional cost through our International Guild of Catechists and Leaders. For more information on requesting a mentor through the Catechetical Institute, please see the [Join GUILD CIRCLES](#) section of the [Guild Learners](#) guide.

*How long should I wait to hear back from my mentor before contacting him/her?*

When you are first paired with your mentor, please discuss the expectations that you have for one another about how quickly you plan to work through the workshops and how quickly your mentor is able to respond. Laying out the expectations ahead of time allows for a greater chance of success for the learner/mentor relationship. However, if your

mentor does not respond within the timeframe that was agreed upon, please feel free to reach out to him/her directly.

### *How do I switch mentors?*

If you are being mentored through a track by an institutional or diocesan mentor, please contact your institutional leader or diocesan official to see if a change in mentor is possible.

If you are being mentored by a Catechetical Institute mentor, please [Contact Us](#) to request the change.

### *Is it possible to have different mentors for separate tracks?*

Depending on the availability of mentors in your diocese, it is possible to have different mentors for different tracks. For example, if you are completing both the Catechist Track and the RCIA track as part of the requirements for the diocese, it is possible to have separate mentors for each track.

## KEEPING TRACK OF MY PROGRESS

There are two ways to view your workshop progress on our platform.

- Your progress through individual workshops can be seen under the “Workshops started on Franciscan at Home” section of your dashboard. This shows the progress of all the workshops you have started on FranciscanAtHome.com, regardless of whether the workshop was completed within the context of a track.
- You can also see the workshop progress from the track page. Simply click on the title of the track and click on the drop-down arrow next to the title of the “Course of Study.” This will show you the progress of all the workshops that you have started within a particular track or course.

Your individual account on Franciscan at Home allows you to login and complete workshops at your own pace. Franciscan at Home will record your progress through the various workshops and tracks and allow you to continue from where you left off.

Helpful hint: By utilizing the **Bookmark this workshop** feature within the workshop, you can save the workshop to your dashboard for easier access.

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## RECEIVING A CERTIFICATE

*It is important to note that certificates are generated based on the completion of a course of study, rather than individual workshop or entire tracks.*

There are two types of certificates that are offered on Franciscan At Home.

- Diocesan certificates for customized diocesan tracks
- Catechetical Institute certificates for Franciscan tracks

To receive a certificate for the work you have complete on Franciscan at Home, please contact your diocese to determine if the diocese administers certificates through our Franciscan at Home platform and to make sure you are meeting/have met all of the requirements.

To receive a certificate from the Catechetical Institute for a Franciscan Track, learners must complete the workshops with a Catechetical Institute mentor. Catechetical Institute mentors are used for learners who are completing a track through the Bosco Conference and/or for learners who have paid the addition costs of mentoring through the Guild. Please see the *Join GUILD CIRCLES* section of the [Guild Learners](#) guide for more information.

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## FREQUENTLY ASKED QUESTIONS

*Are all tracks certified?*

No, not all the tracks on FranciscanAtHome.com are certified tracks. Please contact your diocese if you have questions about whether you will receive a certificate upon completion of a course/track.

*How do I receive my certificate?*

Once you have completed all the requirements to receive a certificate, please reach out to your institutional leader or diocesan official to let him/her know that you have finished the course of study. The institutional leader or diocesan official will then be able verify that you have met the requirements and grant you a certificate from his/her own Franciscan at Home account. You'll then receive a PDF certificate via the email address associated with your account. The certificate is also saved on the track page for your convenience.

## GUILD LEARNERS

In addition to all of the workshops on Franciscan at Home, Guild learners also have access to our large collection of other resources right from their dashboards. This section of the learner guide walks Guild learners through the dropdowns that are available at the top of their user dashboards.

## FOR GUILD MEMBERS » UPCOMING EVENTS

This section offers four additional drop-down lists of different types of events that are available to you as a Guild learner. A description of each type of event is included below:

### *Come to our annual ST. JOHN BOSCO CONFERENCE*

We hope you can join us in person for our annual St. John Bosco Conference for Evangelization & Catechesis to be personally uplifted, encouraged, and rejuvenated for mission! While we call it a “conference” and offer workshops for all ministry roles, it is also deeply imbued with prayer, reflection, sacraments, and adoration. There are plenty of opportunities to “come away” and simply be with Jesus amid beautiful verdant surroundings.

### *Participate in our GUILD WEBINAR SERIES*

The Catechetical Institute is providing a FREE webinar series to serve the Church. Although we offer over 200 outstanding ministry formation workshops available to our learners on Franciscanathome.com, we want to do more to build leaders and create networks of supportive relationships to foster creative approaches and best practices in a myriad of ministry areas.

To that end, we invite you to join us for our webinar series. Please take a look at this section of your dashboard for the upcoming webinar dates and topics. We also invite you to put these dates on your calendar and share them with those you lead!

### *Discover Catechetical EVENTS NEAR YOU*

In this section of the Guild drop-downs, we'll include any of the Catechetical events that have been brought to our attention that we think you (as a catechetical leader) could benefit from participating in. For example, information on Franciscan University's own School of Spiritual Direction is made available to you here.

### *Join GUILD CIRCLES*

Guild Circles are places to meet those who have the same enthusiasm for catechetical ministry, the same desire to grow, the same commitment to the Church's Magisterial principles for the communication of the faith, places to make catechetical friendships and to share and receive ideas in ministry together. The Circles are small groups planned by various Guild Leaders to focus on ways we have found most help people to rise towards excellence, whether it be in parenting, in priesthood, or any of the myriad paycheck and volunteer teaching and ministry roles. Guild Circles are also a great way to meet and connect with likeminded catechists and leaders in your field from all over the world, enabling you to share challenges and best practices openly in a small group setting.



You can sign up for any of the Guild circles that you wish to participate in by clicking on the green button next to the title of the Guild circle. Please note that you will not be registered for the Guild circle until you have completed the payment.

This section is also where you go to sign up for mentoring if you choose to sign up for **One-to-One Mentoring with Trained CI Mentors**. This one-to-one mentoring option is an additional cost of \$12.99 per month for as long as you choose to be mentored.

## FOR GUILD MEMBERS » GOOD NEWS & RESOURCES

The “Good News & Resources” section offers a wide range of resources that we feel would be beneficial to Guild learners. Although the dropdowns in this section are self-explanatory, there are a few items that we would like to bring to your attention.

Through your participation in the Guild, we are able to provide you with online access to all the articles of Franciscan’s catechetical magazine, *The Catechetical Review*. Designed primarily for catechetical leaders, Catholic school teachers, youth ministers, RCIA coordinators and anyone involved in faith formation and evangelization, *The Catechetical Review* provides a significant number of articles on a wide range of topics.

This section also gives you access to past webinars, Bosco Conference talks, the Catechetical Conversation series, and more! We invite you to explore this section on your own to determine how the Guild can best meet your needs with the resources it offers.

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## FREQUENTLY ASKED QUESTIONS

*I don't have access to the Guild from my dashboard, how do I sign up?*

If you don't have access to the Guild from your dashboard, you can sign up as an individual by following the instructions in the [Signing Up for an Individual Guild Membership](#) section of this guide.

# USER GUIDE

## FOR MENTORS

### THE PURPOSE

Formation in the faith is always first and foremost God's attentive presence to the individual. From this principle arises the vital importance of mentorship, and for that guidance to be proximal and personal: a mentoring accompaniment. The overarching priority of the Catechetical Institute is to commit the effort necessary to form those who form others, rather than replace them with distant experts or high production value video and audio resources. Evangelization and catechesis can thus remain appropriately situated with those who can be in authentic ministerial relationships in the field. To accomplish this, all the online workshops designed by CI critically rely upon mentorship. By doing this, we seek to encourage dioceses in the direction of mentored formation and person-to-person engagement.

While this means greater time committed by both learners and mentors, there are clear advantages:

*For learners*, that they become better ministers, with better results than less-attentive formation methods could ever achieve, and that they are enabled to take more creative ownership of their call to serve and form souls.

*For mentors*, these workshops help them to grow substantially in their own formation skills and ministerial competence, to discover an effective mechanism for accountability and excellence, and to find themselves ever more deeply in relationships with those they are called to lead and form.

### YOUR ROLE AS A MENTOR

Most people who are mentors are also teachers in some capacity in their parish or school. When you are in a "mentoring mode" think it about more as a relationship of "walking with" than "teaching at" – a proverbial arm around the shoulder – a ministry of encouragement rather than seeking to inform. We are all aware of the loneliness of many people in ministry – the isolation of the catechist in a classroom, or parents in a culture of indifference, or of priests working on their own. The mentoring role is to support, reinforce, refer-back, and refer-on to other workshops. It is not to become a second teacher.

Trust the workshop tasks and help learners to trust them as useful and helpful for formation. Remember you are there for personal long-term support. This "slow evangelization" avoids giving in to the illusion of rapid formation. Progress will be over a period, a sequence of

workshops. Hopefully you will be mentoring the same learners through several workshops and will be able to witness their growth.

Mentoring needs to focus especially on building confidence by encouragement not so much correction. Always think, where can I be of most assistance in supporting this person? Above all, we pray, asking the Holy Spirit to show you how to assist well.

Mentors seek to listen, taking sincere interest in the souls of those they are mentoring. Enjoy their achievements, believe in what they do, support their mission, and help them through difficult patches. As a mentor, find good points to affirm in their work.

We can always find some genuine good points in a workshop. By identifying and noting genuine strengths, we affirm people in things they may not otherwise recognize or repeat. If we did just this, we would be doing something very worthwhile. Don't waste the power of acknowledging the good!

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## FREQUENTLY ASKED QUESTIONS

*Should I correct the learner's English grammar?*

A mentor should not correct the learner's grammar or spelling unless it is crucial to ministry, such as a name or a key concept. For example, if the learner uses *Pascal Mystery* rather than *Paschal Mystery*.

It's important to maintain an encouraging and pastoral tone when you correct a word or phrase, saying something like: "this phrase is a tricky one to spell, and easy to get wrong, but here's the correct wording..."

*What if I cannot understand what the learner has submitted?*

It is possible that you will receive work that is written in such a way that it is difficult to understand. Because of the broad nature of the learner audience, coming from a variety of language learning, economic, and educational backgrounds, it is important first to keep in mind that difficulties in writing do not automatically disqualify a person from ministry. Yet at the same time, you will need to have a clear window into how well the learner is understanding the content of the workshop.

If you are consistently finding a learner's written responses to be too confusing to allow for a clear comment or answer, you may want to consider a conversation-based approach as a possible alternative.

*What is the normal time commitment for mentors working with those taking the Catechetical Institute's workshops?*

This will vary depending on how mentors choose to mentor their learners. If the mentor is choosing to mentor one-to-one, he/she can estimate about an hour each month per person being mentored. So, if you have twelve learners, for example, that translates to about twelve hours a month.

For a catechetical leader mentoring people in his/her own parish or school, this might be a very different estimate, since mentoring would often occur in a group setting rather than always one-on-one, and some individuals may need little personal time and others (such as new teachers) may receive more attention. Generally, for those mentoring within their own parish or school community, we suggest doing so in whatever way is most natural for you to be in relationships with the people you lead, and most suits your available time and desire to cultivate certain people.

## THE ASSIGNING OF MENTORS

For those seeking mentorship through a diocese, the diocesan offices would normally match mentors to learners, or delegate that decision to parish or school leadership. In either case, mentors are chosen primarily on their experience and level of catechetical understanding of any given ministry field.

In selecting mentors, we believe that local is best. It is for this reason that mentors in a given institution are often the catechetical leaders within the parish or school. In most cases, it is the Parish Catechetical Leaders or the Principals who are responsible for mentoring the learners within their institutions. However, in some cases, the number of learners in a given institution is a larger capacity than what one mentor can manage. In this scenario, the institutional leader or diocesan official may ask other individuals in the institution or diocese to assist.

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## FREQUENTLY ASKED QUESTIONS

*What is a good number of people to mentor at a time?*

Generally, we have found that for someone in full-time ministry (such as diocesan official, parish catechetical leader, youth minister, or school principal), it is completely doable to mentor between 10-40 people. This is especially the case if the mentor is serving people only within his or her own parish or school community since the mentoring role is integrated with the normal duty of cultivating and caring for those he or she is already seeking to lead towards greater excellence in ministry.

*Relative to all the tracks that are offered, how will I know what I'm qualified to mentor?*

This will be determined for each mentor; the initial judgment is based primarily on your experience and level of catechetical understanding of any given ministry field.

In general, it is not necessary for a mentor to go through every workshop prior to mentoring someone else in that content; a mentor can simply experience it in the course of serving the first learner that goes through a given workshop.

*Are there any ways that the Catechetical Institute helps train or assist mentors?*

Yes! The Catechetical Institute offers CI Formation Days many times a year, usually at the request of a partnering diocese. Please reach out to your diocese if you would be interested in attending one of these events.

We also have a set of outstanding workshops in the Mentor Formation (MF) Track on FranciscanAtHome.com. The workshops that are included in the track are available for free to any mentor on the platform. Some dioceses require mentors, some simply recommend or encourage them.

For a full list of the workshops included in this track, please see the [Mentor Formation \(MF\) Track](#) on FranciscanAtHome.com.

## YOU ARE A MENTOR

When you are listed as a mentor for either a diocese or an institution, the “You are a mentor” section will be added to the dashboard of your individual account. Please read through this section in its entirety for a better understanding of the functionality of the dropdowns in this section, as well as how to get started mentoring your learners.

## YOUR PROFILE

This is the first drop-down option on your dashboard. This profile is a preview of what the learners you are mentoring will see when they are assigned to you. The information in this section is pulled from the Bio that you entered when you created your account, and it can be edited or updated at any time by following the instructions under the [Editing Your Account Information](#).

## LEARNERS YOU ARE MENTORING

In this next drop-down, you will see a list of all the learners that have been assigned to you as their mentor. Here you'll be able to see the name, photo (if the learner included one), phone number, bio, and email address for all the learners that have been assigned to you. To send a

learner an email, click on the “Send Message” button under his/her name. Then, copy and paste the email address into a new email from your personal email account.

The final button in this drop-down is the “View workshop submissions” button. This button allows you to see any of the workshops that your learners may be working on, regardless of if they have submitted that workshop for final review.

As learners work through each workshop, they have the ability to send individual tasks to you as they complete them or to wait until they have completed the entire workshop and submit it for final review. If the learner selects the option to send you the tasks individually, you will receive the tasks in your inbox, and you will also be able to view the tasks in the “View workshop submissions” section.

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TUTORIAL OPTIONS: WATCH ***THIS TUTORIAL*** OR VIEW THE FULL LIST OF ***MENTOR TUTORIALS***

*Please note that the tutorial for this section has been combined with the tutorial for “Submissions Needing Approval” in the next section.*

## SUBMISSIONS NEEDING APPROVAL

When a learner finishes the workshop and chooses the option to “Send workshop to mentor for final review,” the workshop will appear under the “Submissions needing approval” bar on your dashboard. This bar will only appear when there are workshops that need to be approved. Once you have approved all the workshops in this section, the bar will disappear.

In this drop-down, you can see the name of the learner, the title of the workshop that was completed, the title of the track that the workshop is in, and the date that the workshop was completed. You can also see the learner’s responses to the tasks of the workshop by clicking on the “View submissions” text on the right-hand side of the screen.

Once you have reviewed the submissions and corresponded with the learner about the workshop, you can approve the workshop by clicking on the “Approve” text. This will send an email to the learner, letting the learner know that the workshop was marked as “Approved” and is now considered complete.

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TUTORIAL OPTIONS: WATCH ***THIS TUTORIAL*** OR VIEW THE FULL LIST OF ***MENTOR TUTORIALS***

*Please note that the tutorial for this section has been combined with the tutorial for “Learners Needing a Mentor” in the previous section.*

## BUILDING A MENTORING RELATIONSHIP

When a new learner has been assigned to you, you and the learner will receive an email letting you both know that you have been assigned to one another.

In your first email to the learner introduce yourself directly, warmly, and simply, avoiding stiffness or over-formality.

We highly recommend that you discuss with your learners what they should expect from the mentoring relationship. Share with your learners whether you will be mentoring them one-to-one or in a group setting, and what this will look like as they work through a workshop.

The means of response (calling, video chat, emailing, in-person) should fit the natural way in which a mentor wishes to interact with that learner and that mentor's sense of what he or she can manage in terms of time. In whatever manner, it is important that some positive, encouraging interaction occur between a mentor and a learner prior to hitting "approve." It is normal to wait to hit "approve" until after an interaction of this kind has occurred. Seeing that final email from the learner come through stating that a workshop is complete is the normal prompt to reach out and set a time to talk.

### *If mentoring one-to-one...*

Be forthcoming about the timeframe in which you plan to respond to the work he/she completes, and whether you plan to respond to each individual task or wait until he/she has completed the whole workshop. It is also important to discuss with the learner how you plan to respond to make sure that your method of communication works well for both of you. Some learners prefer to meet face-to-face, while others prefer a phone call, video chat, or an email. Whatever the context and form of your communication with learners, the bottom-line is to be *very clear* at the beginning *how* you intend to respond to a learner's efforts and work.

### *If mentoring in a group...*

You may find in local mentoring relationships that face-to-face meetings feel more natural, especially where teams are involved (such as RCIA teams or youth ministry volunteers or a group of teachers in a school). In these situations, it is worth considering taking the workshops together as a group. For more information on completing workshops in a group please see the [How to Use CI Workshops in a Group](#) PDF.

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## FREQUENTLY ASKED QUESTIONS

*What is a normal response time to a learner's work? What do I do if a learner wants to do more workshops than one per month?*

Learners are encouraged to complete the workshops at a pace of one per month, and we recommend responding to the learners within a week after they have submitted all the tasks. Although learners can choose to complete the workshops at a quicker pace, the mentor is not required to respond quicker than the seven-day period.

A mentor can decide to respond more quickly (and this is certainly encouraged), but this is not assumed to be the norm. In any case, as a mentor simply be sure to communicate clearly with the learners about when and how you plan to respond. Especially if there are any unexpected delays – just to keep the learners informed so that they know that they are not forgotten!

### *How do I start the conversation?*

Below is a sample email for a mentor who is planning to review workshops with learners after learners finish a whole workshop rather than answering task-for-task (that's the mentor's choice):

"Dear ---, I look forward to serving as your mentor through the workshops of this track! I'm so glad you've started this path of formation. Please note, I won't be responding to you task-for-task, but instead I will wait for you to complete a whole workshop, and then I will reach out to you to set up a time to discuss that whole workshop via phone or video chat. I very much look forward to being of service to you, and I hope the workshops are of help in your ministry work! I'd be happy to answer any questions I can as you get started – don't hesitate to reach out. Please know that I'll be praying for you by name, and that I'm thankful for this chance to walk alongside you in this way."

For further interactions early on, ask yourself: What can I do to be genuinely approachable to this person? Consider asking a few good questions. Open-ended questions are best for getting to know others because they enable creative, self-revealing responses. What do you hope to gain from the Catechetical Institute workshops? Ask yourself: What can I do to discover what this person most needs and what I can do to help?

### *How do I determine whether a learner's workshop should be approved to be considered completed?*

Each mentor needs to judge whether a workshop has more or less passed muster. In the majority of cases, a learner would not need to redo any work, but simply needs to be encouraged in any weaker areas and then allowed to move forward. When a workshop is completed and sent to a mentor for final review, normally a mentor should read all the task answers, and then reach out to the learner and set a time to meet via phone, video chat, or in person. Of course, some mentors will instead respond with helpful thoughts and encouragement via email only, and this is fine.



For those mentors who opt to communicate with learners solely via email, the “needs work” option is the preface to a typed explanation and a clearly noted way to move forward in a positive manner. Most mentors usually don’t make use of the “needs work” option, but instead communicate any concerns or corrective elements in the course of a conversation or an email chain with a learner – we’ve found that it is gentler and pastoral that way. We always want to avoid discouraging a learner or giving the impression of being graded.

*What if a question seems more appropriate for spiritual director?*

The workshops, regardless of topic, are all designed to foster a learner’s spiritual growth and to offer gentle challenge in following Christ and His Church more fully. Though in most cases a mentor can very fruitfully act as a general guide to spiritual growth in the context of how the workshop tasks point learners forward, sometimes issues arise that may need guidance from a person more deeply trained in spiritual formation. It is most certainly ok to let a learner know if you feel as a mentor that you’ve arrived at such a conclusion for a given interaction. In such cases, a learner’s parish priest or another local figure should be suggested as a first point of reference. You are also welcome to seek advice from your diocesan administrator, or by emailing the Catechetical Institute.

*How should I handle a learner submitting inappropriate information as task submissions, or questionable or heretical material, or not completing satisfactory work?*

Beyond isolated issues with an occasional task response, which should be handled generously by asking for clarification, if as a mentor you see a pattern in a troubling direction, you are welcome to seek advice from your diocesan administrator, or by emailing the Catechetical Institute.

In general, we’d suggest trying to avoid as much as possible a re-do of work (though sometimes it’s unavoidable). As far as the functional manner for a learner to re-submit a task to a mentor, he or she can re-enter a workshop at any point, go to a particular task in question, type new elements into the answer, and then resend the workshop to the mentor.

A mentor could also just take the task response that he or she originally received and continue the request for corrections or changes as part of an email chain stemming from that original submission. In this case, the workshop may be “pending” approval as long as it takes for a mentor to be ok with what has been re-submitted, and when the mentor is happy that the email chain has reached a useful conclusion for that task, the mentor can then approve the workshop from his or her dashboard.

We generally advise in as many cases as possible is for a mentor to express his/her concerns and/or what might be a suggested way to answer a task, and then ask the learner to tell you what he/she thinks, and then let the learner move on, knowing that over time the learner will almost always grow in understanding.

*Is it possible to have a learner switched or unassigned to me as his/her mentor?*

If you are mentoring a learner through a diocesan or institutional track, please contact your institutional leader or diocesan official to see if reassigning the learner to another mentor is a possibility.

# USER GUIDE

## FOR INSTITUTIONAL LEADERS

### SIGNING UP AS AN INSTITUTIONAL LEADER

Before signing up as an institutional leader, you will first need to create your individual account. Please see the instructions on how to do this under the [Creating an Individual Account](#) section of the [For Learners](#) guide.

### SIGNING UP YOUR PARISH, SCHOOL, OR OTHER INSTITUTION

The institutional subscriptions on FranciscanAtHome.com are \$400 year-long subscriptions for the parishes, schools, and other institutions such as religious orders.

If you are part of a partnering diocese that pays for your institution's subscription, you will not need to sign up your institution. This part will be taken care of for you!

However, if your institution is not part of a partnering diocese or the partnering diocese has asked you to purchase the subscription on your own, please follow the steps below to sign up.

*If you are unsure whether you should sign up your institution, please contact your diocese for more information.*

### SIGNING UP AN INSTITUTION UNDER A PARTNERING DIOCESE

Please follow the steps below to sign up your parish or school under your diocesan partnership:

- In the top-right corner of the page, click on the drop-down of partnering dioceses.
- Find the name of your diocese by utilizing the search bar or scrolling through the full list of all our partners.
- This will take you to the landing page for the diocese, where you will find a welcome message from your diocese as well as information related to the partnership between the diocese and the Catechetical Institute.
- Once you have read the welcome message from the diocese, please click on the first blue button on the right-hand side of the page that says, "View all the institutions within this diocese with an active subscription" to make sure that your institution is not already registered.
- If your institution is not on this list, please click on the third blue button on the right-hand side of the page that says, "I am a representative of a parish or a school, and I would like to register my institution."

- Enter all the information for your institution into the required fields (all fields with a red \* are required).
- Click on the green “Continue to payment options” button at the bottom of the page.
- You’ll then have the option to pay by credit card or by check.
  - If you select the option to pay by check, you’ll be emailed an invoice; this invoice will have the address to which you will mail the check and all other necessary information.
  - Whether you choose to pay by check or by credit card, access to Franciscan at Home will be given immediately upon checkout.
- Select the green “Place your order” button.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

#### SIGNING UP AN INSTITUTION UNDER A NON-PARTNERING DIOCESE

If your diocese is not partnered, please follow the instructions below to sign up:

- Visit the home page of FranciscanAtHome.com and scroll down to the “To Get Started” section of the page.
- Select the middle “Institutional Subscriptions” box.
- Click on the “Sign up your institution today” button.
- Select your diocese from the drop-down list.
- Enter all the information for your institution into the required fields (all fields with a red \* are required).
- Click on the green “Continue to payment options” button at the bottom of the page.
- You’ll then have the option to pay by credit card or by check.
  - If you select the option to pay by check, you’ll be emailed an invoice; this invoice will have the address to which you will mail the check and all other necessary information.
  - Whether you choose to pay by check or by credit card, access to Franciscan at Home will be given immediately upon checkout.
- Select the green “Place your order” button.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

#### YOU ARE AN INSTITUTIONAL LEADER

The “You are an institutional leader” section of your dashboard gives you access to the information necessary to make your experience on FranciscanAtHome.com successful for you and the learners that have signed up under your institution’s subscription.

At the top of this section, you’ll see the name of your parish or school, expiration date of your subscription, and the option to renew early.

#### EDITING YOUR INSTITUTIONAL INFORMATION

- To get started as an institutional leader, please click on the blue “Edit” button toward the right-hand side of the screen.
- Read through the information to make sure that the information entered for your institution is accurate and up to date.
- Once you have made the necessary changes, please scroll to the bottom of the page and select “Save.”

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

#### ADDING OTHER INSTITUTIONAL LEADERS

Once you have been added as an institutional leader for your parish/school, etc., you now have the ability to add other individuals as leaders if necessary. For example, if your parish and school are registered as one institution, it would make sense to have the principal and the DRE listed as institutional leaders. To add another leader, please follow the steps below:

- Click on the drop-down next to the name of your institution.
- Under the list of leaders, select the green “Add Another Leader” button.
- Enter the email address associated with the learner’s account on FranciscanAtHome.com.
- Click on the “+ Add leader to...” button.
  - The individual *must* have an account on FranciscanAtHome.com before he/she can be added as a leader.
  - The instructions for [Creating an Individual Account](#) and [Signing up Under an Institutional Subscription](#) are included in the [For Learners](#) section of this guide.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

This drop-down also includes the list of learners that have signed up under your institutional subscription.

As an institutional leader, you also have may have the responsibility of *Allowing and Assigning Mentors*, as well as *Viewing the Progress of Your learners*. For more information on these topics, please view these sections of this guide.

## FREQUENTLY ASKED QUESTIONS

*A learner from my institution says that he/she signed up, but his/her name is not showing up in my list of learners. How can I help?*

The most likely reason that the learner is not showing up under your institution is that he/she created an individual account but has not yet signed up under your institution. It may also be the case that the learner signed up under the wrong institution by mistake. Please have the learner review the instructions for *Choosing a Membership* in the *For Learners* section of the guide.

*I'm having a hard time encouraging learners to sign up. Does the Catechetical Institute have any resources that might help?*

Letting learners know about the resources your parish/school has invested in can be really difficult and getting them to sign up and participate can be an even bigger hurdle to overcome. We hope that the next section, *Helping Learners Sign Up*, is exactly what you are looking for to overcome this obstacle.

## HELPING LEARNERS SIGN UP

### BULLETIN/EMAIL ANNOUNCEMENT

*The below text can be added to your bulletin as an announcement or sent out via email for learners needing to sign up:*

Our parish/school has just subscribed to a massively helpful new outreach by the Catechetical Institute at Franciscan University of Steubenville. We are now able to offer mentor-based online formation **for every person in ministry** – clergy, catechists, teachers, youth ministers, adult group leaders, volunteers, even (and especially) parents. **It is free to all, with unlimited access.** This program provides the most in-depth and faithful array of formative workshops ever created. With over 200 workshops available, we are now able to thoroughly train and spiritually nurture you in passing on the faith. **Come grow, come explore this bright sign of hope from [www.FranciscanAtHome.com](http://www.FranciscanAtHome.com).**

### LEARNER ENGAGEMENT

Helping learners get started is one of the most common challenges that institutional leaders face, and it can sometimes be difficult to overcome.

We suggest that you begin by doing a workshop together as a group. You may find it beneficial to set aside some time each week (or biweekly) to watch one of the 10-minute segments together and then use the task as the discussion starter. Please revisit the [How to Use CI Workshops in a Group](#) that we mention in the [Building a Mentoring Relationship](#) section of the guide.

## HELPING LEARNERS WITH TECHNICAL DIFFICULTIES

After reading through this guide, as well as navigating FranciscanAtHome.com on your own, you are well on your way to helping learners troubleshoot the difficulties they might be experiencing on our platform.

If your learners are having a hard time navigating the platform, there are a few things that might help:

1. Please make sure that the learner has the [For Learners](#) section of this guide. The step-by-step instructions within its text can be very beneficial as the learners are getting started.
2. With your own knowledge of Franciscan at Home, we encourage you to assist in any way that you can. Many of the learners on our platform are not tech savvy, and they appreciate just knowing that they are not alone in figuring out how to navigate our platform.
3. We are always here to help, and we will happily troubleshoot issues with you and your learners. Please don't hesitate to [Contact Us](#).

## ALLOWING AND ASSIGNING MENTORS

As learners progress through the workshops on FranciscanAtHome.com, institutional leaders are typically granted permission from the diocese to determine how and by whom the learners within that institution are mentored.

Whether the learner is mentored one-to-one or in a group, a mentor should be assigned to each learner individually so that the workshop can be "Approved" once it is completed. This allows our system to accurately track the progress of each learner.

The ability to request a mentor is given on an individual basis for each learner.

## ALLOWING A LEARNER TO **REQUEST** A MENTOR

- Select the drop-down next to the name of your institution.
- Find the name of the learner who needs to be given the ability to request a mentor.

- On the right-hand side of the screen, you'll see a column labeled "Can Request a Mentor?"
- Simply click on the "No" to toggle it to a "Yes." Once you have done so, the learner will be able to request a mentor within a track.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

When an institution signs up on Franciscan at Home, the default answer to the question "Can Request a Mentor?" is automatically set to "No." However, you can change this setting under the blue "Edit" button next to the name of your institution. Changing this setting would then mean that every individual would be given permission to request a mentor when signing up under your institution.

#### ALLOWING A LEARNER TO **BE** A MENTOR

- Select the drop-down next to the name of your institution.
- Find the name of the learner who you would like to make a mentor for your institution.
- In the column on the right-hand side of the screen, you'll see a column labeled "Institution Mentor?"
- Simply click on the "No" to toggle it to a "Yes." Once you have done so, the learner will be able to be assigned as a mentor for the other learners in your institution.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

#### ASSIGNING A MENTOR

Once you have given permission to the learner to be able to request a mentor, and the learner has done so, you will receive an email notification informing you of the request and asking you to assign a mentor.

*To assign a mentor...*

- Scroll down to the section of your dashboard that says, "Learners Needing a Mentor."
- Here, you'll see the learner's name, bio, and which track the learner has started.
- Under the "Mentor" column, click the dropdown menu and select a mentor from the list.
  - This list is made up of any individual that *you* identified as an "Institution Mentor?" in the section above.
  - You may need to refresh your page if you recently made changes in the "Institution Mentor?" column so that this list is accurate and up to date.



- Click the “Assign” button to connect the learner and the mentor. The learner and mentor will both receive email notifications of the assignment.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

## FREQUENTLY ASKED QUESTIONS

*I have given a learner permission to request a mentor, but he/she isn't showing up on my dashboard to be assigned. What do I do next?*

Please feel free to reach out to learners directly through email, letting them know that they now have permission to request a mentor. If they are having trouble requesting a mentor, please direct them to the [Requesting a Mentor](#) section of the [For Learners](#) guide.

*How can I help learners submit their workshops to their mentor?*

There are a few different reasons why learners might not be able to submit their workshop to their mentor. For help troubleshooting these issues, please see the [Frequently asked questions](#) under the [Requesting a Mentor](#) section of the [For Learners](#) guide.

*How do I switch or unassign a learner's mentor?*

The ability to switch or unassign a learner's mentor is under the manage progress page for a learner. Details on how to access the manage progress page are included in next section of the guide, [Viewing the progress of your learners](#).

## REMOVING A LEARNER FROM YOUR INSTITUTION

As an institutional leader, you have the ability to remove learners from your institutional subscription. To remove a learner, please follow the instructions below:

- Select the drop-down next to the name of your institution.
- Find the name of the learner who needs to be removed from your institution's subscription.
- On the right-hand side of the screen, you'll see a column with a red “X” in it.
- Simply click on the red “X” and confirm that you'd like to remove this learner from your subscription.

Please know that removing the learner from your subscription does not delete the learner's account from our system, it only removes his or her subscription. If he or she chooses to sign up

under another institution or under the guild, the learner's progress will still be saved, and he or she can continue moving forward in the workshops.

## VIEWING THE PROGRESS OF YOUR LEARNERS

As an institutional leader, you have the ability to review the progress of all your learners through individual workshops and tracks that the learners complete on FranciscanAtHome.com.

- On your dashboard, click on the drop-down next to the name of your institution.
- Click on the blue button that says, "View the progress of these learners."
- This page allows you to see an overview of the progress of all the learners that are signed up under your institution.
- You can search for individual learners by using the search box at the top of the page, to make finding a particular learner easier. The filters to the right of the search bar can also be used to narrow down the search.
- The "Track Progress" column on the right-hand side of the page shows which tracks the learner has started, whether the learner is being mentored through the track, and how many workshops within that track have been completed.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

To view the detailed "Manage Progress" page for the individual track, simply click on the track title under the "Track progress" column. The "Manage Progress" page allows you to change a learner's mentor, mark a course as complete, and mark a track as complete.

*Please note that each time you make changes to the manage progress page, an email will be sent to the learner informing him/her of the change. To avoid confusion, please don't click on the status unless you are sure the requirements have been met.*

## CHANGING A LEARNER'S MENTOR

- On the manage progress page, click on the option to "Switch Mentor" under the learner's contact information.
- From the drop-down, choose a new mentor from institutional mentors listed.
  - You can also select the option "No mentor assigned" to remove the mentor if the learner no longer wishes to be mentored.
- Click the "Switch" button to save the change.

TUTORIAL OPTIONS: WATCH [THIS TUTORIAL](#) OR VIEW THE FULL LIST OF [INSTITUTIONAL LEADER TUTORIALS](#)

## MARKING A COURSE AS COMPLETE

- Once a learner has completed all the course requirements, you can mark the course as complete by clicking on the “In Progress” status on his/her manage progress page.
- This will automatically change it to complete and will send the learner an email notification that the course status was changed.
- If your diocese utilizes our platform to generate certificates, marking the course as complete will trigger this function.
  - Once you mark the course as complete, you will then select the “Email” option to email the learner a certificate.

TUTORIAL OPTIONS: WATCH ***THIS TUTORIAL*** OR VIEW THE FULL LIST OF ***INSTITUTIONAL LEADER TUTORIALS***

*Please note that the tutorial for this section has been combined with the tutorial for “Marking a Track as Complete” in the next section.*

## MARKING A TRACK AS COMPLETE

- Once a learner has completed all the courses within a given track, you can mark the track status as complete by clicking on the “In Progress” status on his/her manage progress page.
- This will automatically change it to complete and will send the learner an email notification that the track status was changed.

TUTORIAL OPTIONS: WATCH ***THIS TUTORIAL*** OR VIEW THE FULL LIST OF ***INSTITUTIONAL LEADER TUTORIALS***

*Please note that the tutorial for this section has been combined with the tutorial for “Marking a Course as Complete” in the previous section.*

## RENEWING YOUR INSTITUTIONAL SUBSCRIPTION

The institutional subscriptions on FranciscanAtHome.com are \$400 year-long subscriptions for parishes, schools, and other institutions such as apostolates and religious orders.

If you are part of a partnering diocese that pays for your institution's subscription, you do not need to renew. We will take care of this for you!

However, if your institution is not part of a partnering diocese or the partnering diocese has asked you to purchase the subscription on your own, please follow the steps below to renew the subscription.

*If you are unsure whether you should renew your subscription, please contact your diocese for more information.*

## STEPS TO RENEW YOUR INSTITUTIONAL SUBSCRIPTION

- At the top of your dashboard, next to the name of your institution, click on the green button that says: "Purchase Membership."
  - If you are renewing your subscription before the expiration date, the green button will say "Renew Early."
- Once you select this option, you'll be asked if you'd like to automatically renew each year.
- Select your preference and continue to payment options.
- You'll then have the option to pay by credit card or by check.
  - If you select the option to pay by check, you'll be emailed an invoice; this invoice will have the address to which you will mail the check and all other necessary information.
  - Whether you choose to pay by check or by credit card, access to Franciscan at Home will be given immediately upon checkout.

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TUTORIAL OPTIONS: WATCH ***THIS TUTORIAL*** OR VIEW THE FULL LIST OF ***INSTITUTIONAL LEADER TUTORIALS***

It is our joy and privilege to serve you! Feel free to ***Contact Us*** with any questions that you or your learners may have.

# LIST OF TUTORIAL LINKS

## TUTORIALS FOR LEARNERS

The headers for the tutorials below are hyperlinked to that section of the guide for your convenience.

### QUICK START FOR INDIVIDUALS IN PARTNERING DIOCESES

<https://cdn.jwplayer.com/previews/CLzXR0Nx-A9Xg4ve3>

### CREATING AN INDIVIDUAL ACCOUNT

<https://cdn.jwplayer.com/previews/3F9y8l22-A9Xg4ve3>

### SIGNING UP UNDER AN INSTITUTIONAL SUBSCRIPTION

<https://cdn.jwplayer.com/previews/hV842rgN-A9Xg4ve3>

### SIGNING UP FOR AN INDIVIDUAL GUILD MEMBERSHIP

<https://cdn.jwplayer.com/previews/hzLGDcdO-A9Xg4ve3>

### EDITING YOUR ACCOUNT INFORMATION

<https://cdn.jwplayer.com/previews/h2ZOG4KI-A9Xg4ve3>

### UPDATING YOUR LOGIN INFORMATION

<https://cdn.jwplayer.com/previews/UPzQNZ6Z-A9Xg4ve3>

### ADDING OR SWITCHING SUBSCRIPTIONS

<https://cdn.jwplayer.com/previews/eYyYoXzD-A9Xg4ve3>

### STARTING A TRACK

<https://cdn.jwplayer.com/previews/z9GEUA0r-A9Xg4ve3>

### STARTING A WORKSHOP

<https://cdn.jwplayer.com/previews/pAj1y6vz-A9Xg4ve3>

## REQUESTING A MENTOR

<https://cdn.jwplayer.com/previews/xwL9rtto-A9Xg4ve3>

## SUBMITTING A WORKSHOP TO YOUR MENTOR

<https://cdn.jwplayer.com/previews/a2Xgsb5p-A9Xg4ve3>

## KEEPING TRACK OF MY PROGRESS

<https://cdn.jwplayer.com/previews/lfjb1mrj-A9Xg4ve3>

## FOR GUILD MEMBERS » GOOD NEWS & RESOURCES

<https://cdn.jwplayer.com/previews/sKQaEkbk-A9Xg4ve3>

## TUTORIALS FOR MENTORS

The headers for the tutorials below are hyperlinked to that section of the guide for your convenience.

## LEARNERS YOU ARE MENTORING

<https://cdn.jwplayer.com/previews/uLMabBzP-A9Xg4ve3>

*Please note that the tutorial for this section has been combined with the tutorial for “Submissions Needing Approval” in the next section.*

## SUBMISSIONS NEEDING APPROVAL

<https://cdn.jwplayer.com/previews/uLMabBzP-A9Xg4ve3>

*Please note that the tutorial for this section has been combined with the tutorial for “Learners Needing a Mentor” in the previous section.*

## TUTORIALS FOR INSTITUTIONAL LEADERS

The headers for the tutorials below are hyperlinked to that section of the guide for your convenience.

## SIGNING UP AN INSTITUTION UNDER A PARTNERING DIOCESE

<https://cdn.jwplayer.com/previews/Orw9p4jo-A9Xg4ve3>

SIGNING UP AN INSTITUTION UNDER A NON-PARTNERING DIOCESE

<https://cdn.jwplayer.com/previews/pcXSu6Zn-A9Xg4ve3>

EDITING YOUR INSTITUTIONAL INFORMATION

<https://cdn.jwplayer.com/previews/PJ62r1ca-A9Xg4ve3>

ADDING OTHER INSTITUTIONAL LEADERS

<https://cdn.jwplayer.com/previews/y7ZnNXaM-A9Xg4ve3>

ALLOWING LEARNERS TO REQUEST A MENTOR

<https://cdn.jwplayer.com/previews/yGJAVpC3-A9Xg4ve3>

ALLOWING LEARNERS TO BE A MENTOR

<https://cdn.jwplayer.com/previews/FMCQmMI5-A9Xg4ve3>

ASSIGNING A MENTOR

<https://cdn.jwplayer.com/previews/PuWPXSch-A9Xg4ve3>

VIEWING THE PROGRESS OF YOUR LEARNERS

<https://cdn.jwplayer.com/previews/PK1fu3Ui-A9Xg4ve3>

CHANGING A LEARNER'S MENTOR

<https://cdn.jwplayer.com/previews/C7dA1IML-A9Xg4ve3>

MARKING A COURSE AS COMPLETE

<https://cdn.jwplayer.com/previews/FA2CwgYx-A9Xg4ve3>

*Please note that the tutorial for this section has been combined with the tutorial for "Marking a Track as Complete" in the next section.*

MARKING A TRACK AS COMPLETE

<https://cdn.jwplayer.com/previews/FA2CwgYx-A9Xg4ve3>

*Please note that the tutorial for this section has been combined with the tutorial for "Marking a Course as Complete" in the previous section.*

STEPS TO RENEW YOUR INSTITUTIONAL SUBSCRIPTION

[\*https://cdn.jwplayer.com/previews/HFHdvwFf-A9Xg4ve3\*](https://cdn.jwplayer.com/previews/HFHdvwFf-A9Xg4ve3)