

APPLIED MUSIC MENTOR PROGRAM

Student User Guide

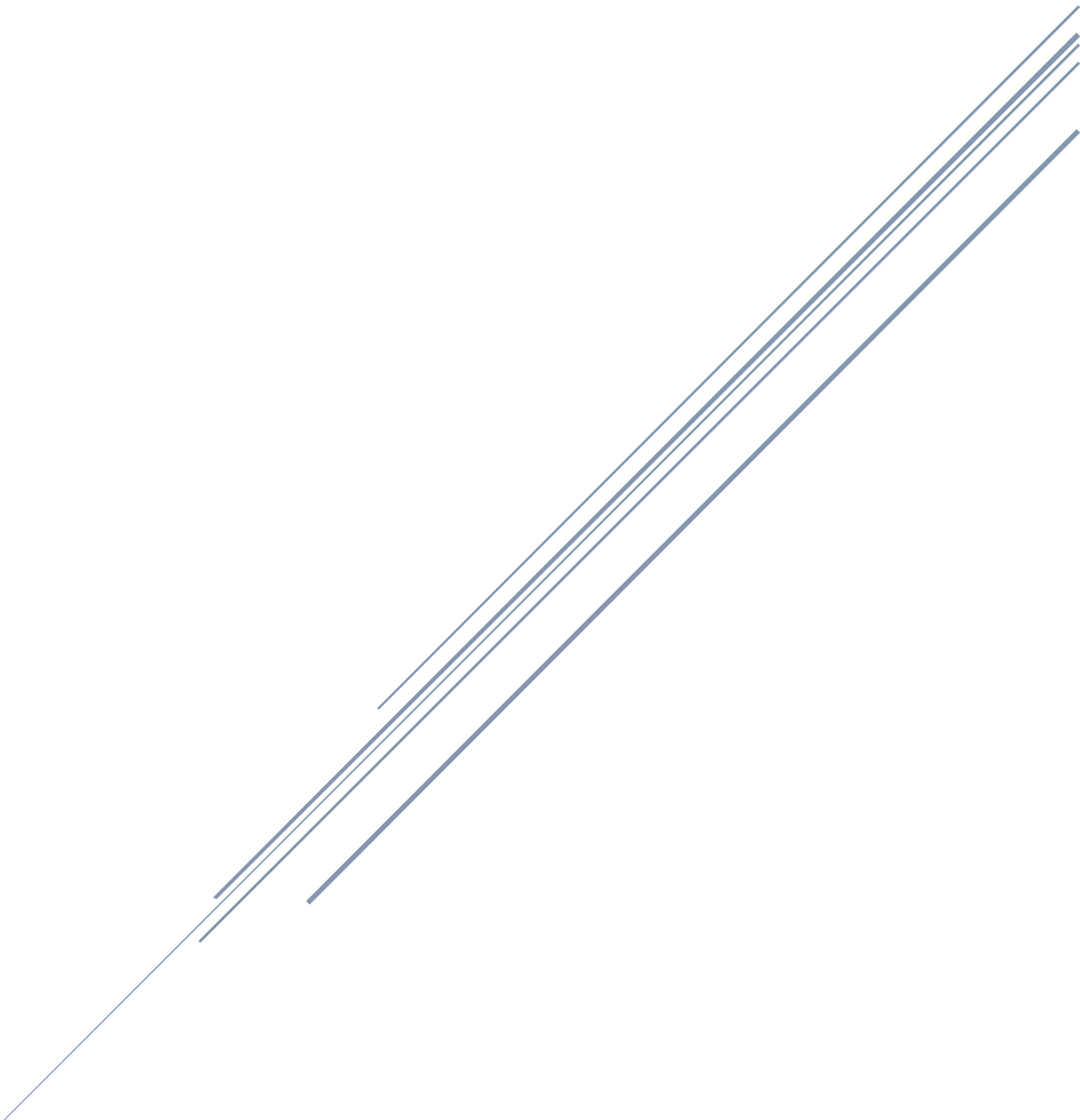




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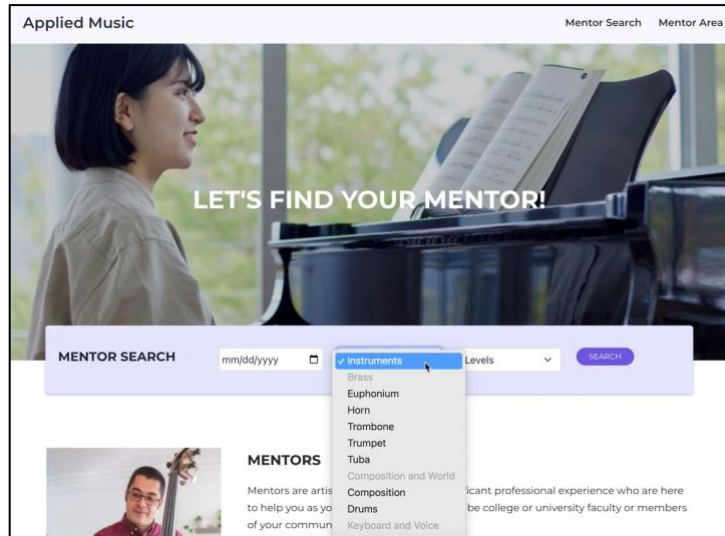
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STUDENT WORKFLOW

FIND A MENTOR

A. Home Page: c4estudio.com:

- To filter for a particular mentor: Select a date, instrument, and level and select search.
- Select Search (without using any filters) to search all the mentors:

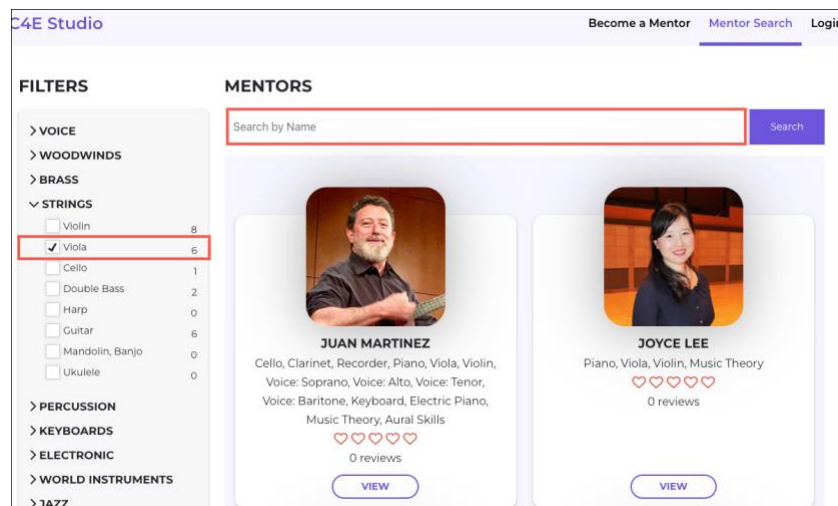


B. Mentor Search Page

By default, the mentors are filtered by the number of reviews they receive.

You can Filter by:

- typing a name in the Search by Name field
- using the check box filters (once you select a check box, the system will automatically filter, you can add more filters or clear the filters). There is a **Clear filters** button at the bottom of the list:



C. Mentor Profile Page

Select the **View** button on the Mentor Search page to see the mentor profile information:

- 1) My Introduction: Mentor video introduction
- 2) About Me: Short bio about the Mentor
- 3) Me as a Teacher: Discusses how the mentor thinks about students.
- 4) My Teaching Style: The Mentors Teaching Style
- 5) Credentials: provides the credentials of the mentor
- 6) Contact: provides contact information
- 7) Languages: provides a list of the languages the mentor speaks
- 8) Sessions: provides a list of the mentor's sessions name, length, and price
- 9) Mentor Search: Return to Mentor Search Page
- 10) C4E Studio: Return to the Home page.

To book an appointment: Scroll down the Mentor View page.

BOOK A SESSION/APPOINTMENT WITH A MENTOR

A. Choose a Session

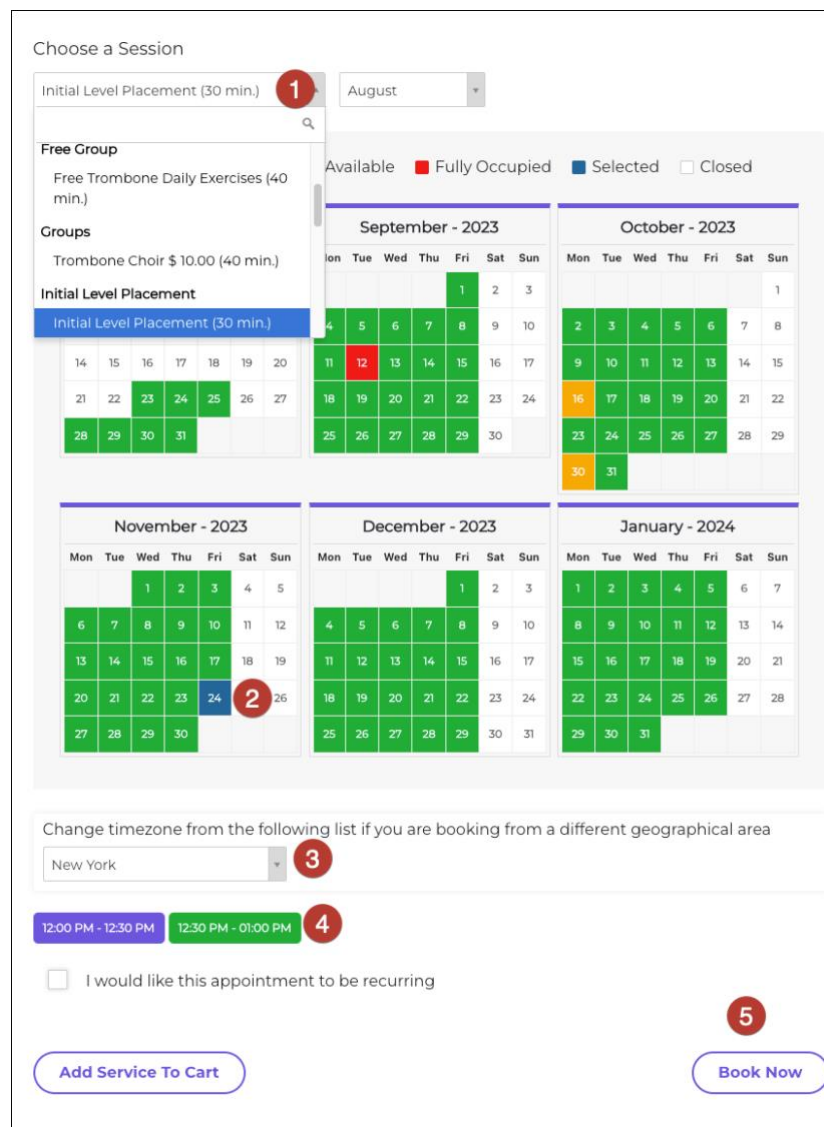
- 1) **Choose a Session:** Select the dropdown and choose the session title/length/type. ***If this is your first lesson, choose an initial placement***
- 2) **Calendar,** Select the day of a month.
- 3) **Time zone,** for your particular time zone in the USA, type in these cities:
 - EST: Eastern Daylight Time (EDT): **New York**
 - Pacific Daylight Time (PDT): **Los Angeles**

- Central Daylight Time (CDT): **Chicago**
- Mountain Daylight Time (MDT): **Denver**
- Mountain Standard Time (MST): **Phoenix**
- Alaska Daylight Time (AKDT): **Anchorage**
- Hawaii-Aleutian Standard Time (HAST): **Honolulu**

4) Select an available time slot.

- OPTIONAL: If you want to make the appointment recurring, select the check box and fill in the details.
- OPTIONAL: If you want to make additional appointments, choose ‘**Add Service to Cart**’ and continue to make additional appointments.

5) Select **Book Now** button:

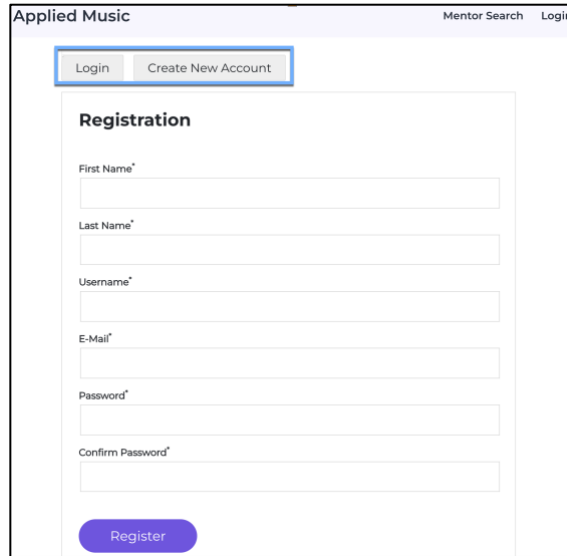


The screenshot shows a booking interface for a 30-minute session. At the top, the session name 'Initial Level Placement (30 min.)' is highlighted with a red circle '1'. Below it, there are search filters for 'Free Group' and 'Groups'. The main area displays a calendar grid for September, October, November, December, and January. The date 12th of September is highlighted in red, and the date 24th of November is highlighted in blue with a red circle '2'. Below the calendar, there is a 'Change timezone' dropdown menu set to 'New York' with a red circle '3'. Two time slots are shown: '12:00 PM - 12:30 PM' and '12:30 PM - 01:00 PM', with the latter highlighted in green and a red circle '4'. At the bottom, there is a checkbox for 'I would like this appointment to be recurring' and two buttons: 'Add Service To Cart' and 'Book Now', with the latter highlighted in blue and a red circle '5'.

B. Login or Create New Account

1. If you have an account already, enter your **Username** and **Password** to log in.
2. For first time users select **Create New Account**

- a. Fill out the Registration form.
- b. Select **Register**:

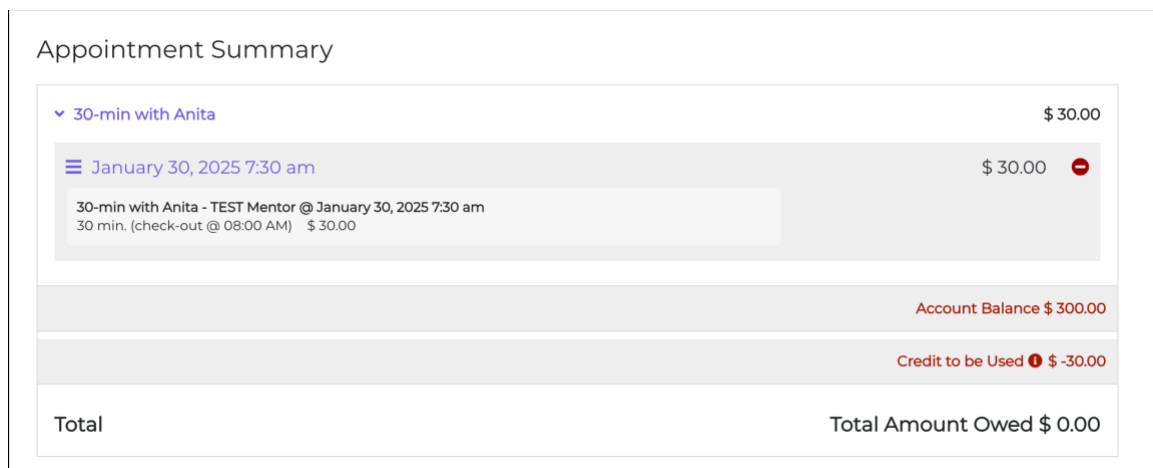


C. Currency Credits

If your school chooses to provide a certain amount of currency credits, you will not need to pay for the sessions until the credits run out.

D. Appointment Summary

- 1) View your list of services (appointments)
- 2) If needed, select the minus sign (-) to remove the appointment.
- 3) You will see the amount of the session, your account Balance and the credits that will be used:



Appointment Summary	
30-min with Anita	\$ 30.00
January 30, 2025 7:30 am 30-min with Anita - TEST Mentor @ January 30, 2025 7:30 am 30 min. (check-out @ 08:00 AM) \$ 30.00	\$ 30.00 -
Account Balance \$ 300.00	
Credit to be Used \$ -30.00	
Total	Total Amount Owed \$ 0.00

- 4) Read and accept the terms and conditions.
- 5) **Submit**: select Submit to confirm your appointment:

Complete Appointment

* First Name

* Last Name

* E-mail

Phone Number

I read and accept the terms and conditions [?](#)

[Submit](#)

- 6) On Your Appointment Page, you will see the details of the appointment, you can add it to your Calander
- 7) If you are using a Zoom or JackTrip for your virtual session, the Join link will appear 15-mintes before your session begins:

C4E Studio

[Student Guide](#)
[Become a Mentor](#)
[Mentor Search](#)
[My Sessions](#)
[Logout](#)

View All Appointments

Your Appointment 📄

Order Number	1221	First Name	Anita
Order Key	0Y58VV1W189G4DZT	Last Name	Student
Status	CONFIRMED	E-mail	anita.horsley+2@c4edu.com
		Phone Number	+1

30-min with Anita

Details

Begin January 30, 2025 7:30 am 🌐

End January 30, 2025 8:00 am

Mentor TEST Mentor

Service 30-min with Anita (30 min.)

📅 Add to Calendar

The link to join the meeting will be shown in 1 day, 14 hours & 45 min.

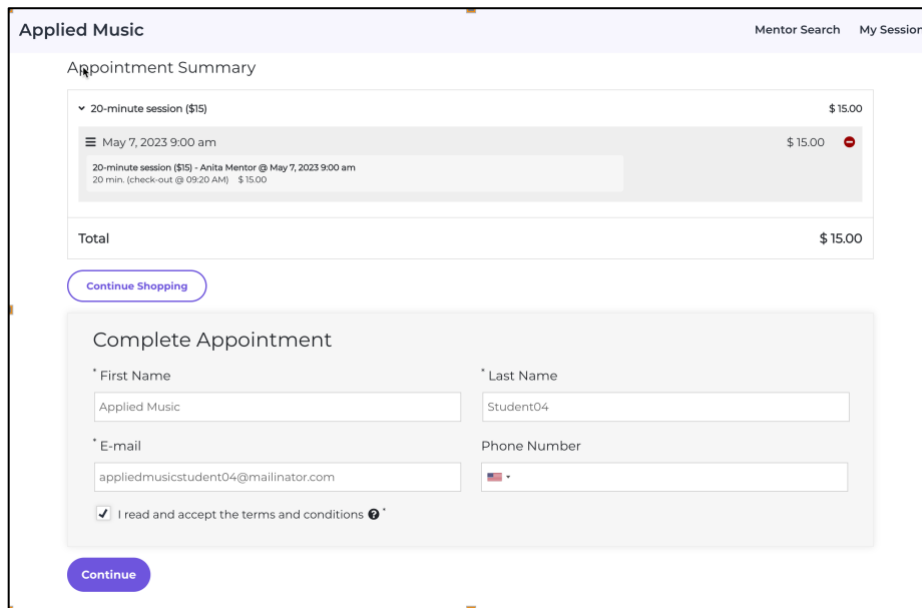
🗑️ Cancel Reservation
⚖️ Raise Dispute

- 8) If you need to cancel the reservation, **you have must cancel within 48 hours of the session.** If you do not you will be charged for the session unless the mentor agrees to reschedule it.
- 9) When you run out of currency credits, you can continue with your mentor but you must pay with a credit card.

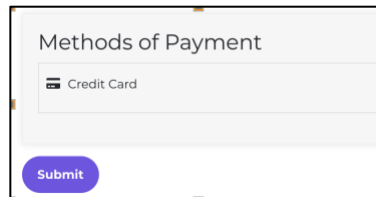
:

A. Pay for an Appointment

1. Once they select **Continue** on the Appointment Summary page



2. A Methods of Payment appears. Select Submit:

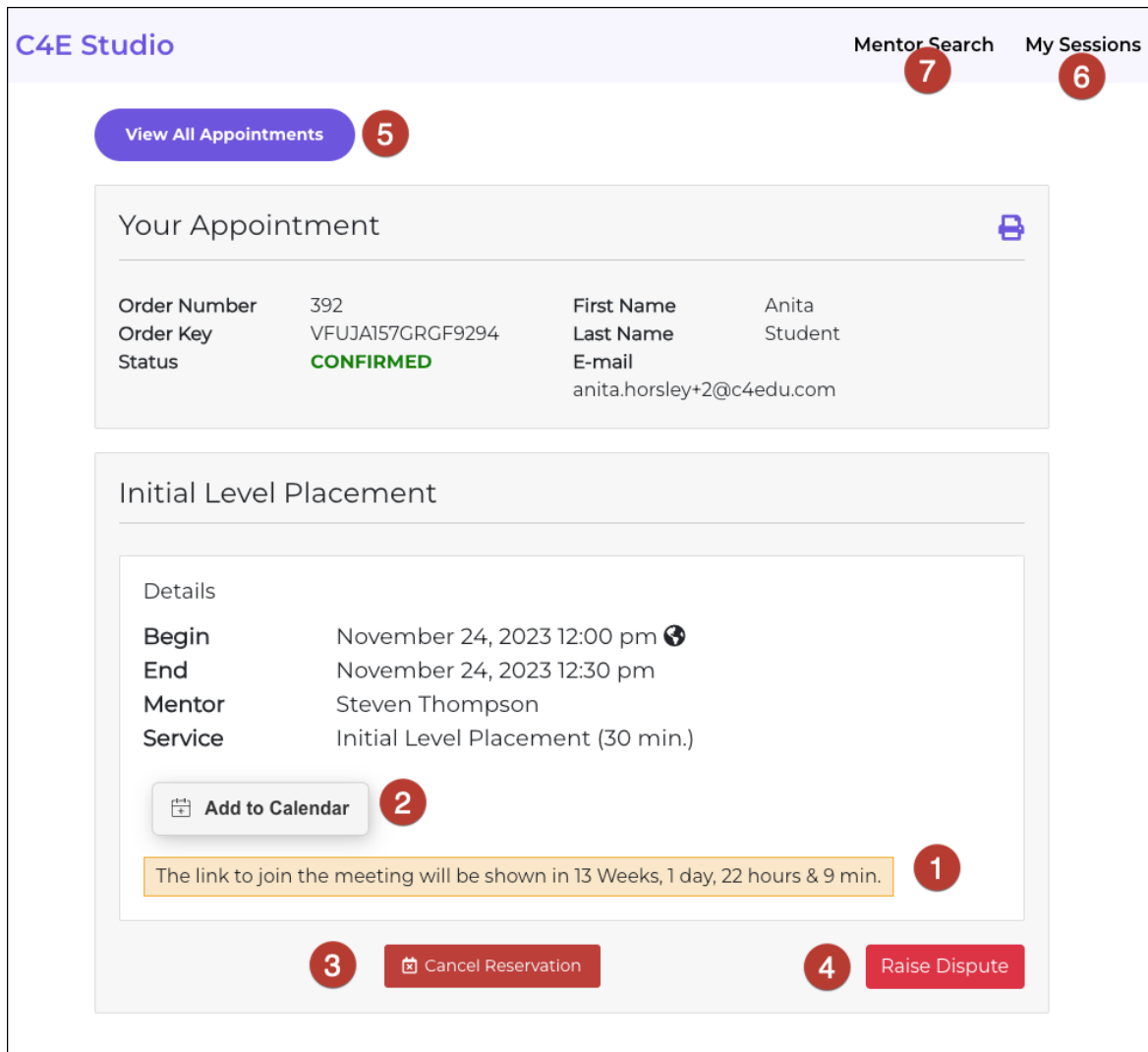


3. Fill out the credit card information and select **Pay Now**.

JOIN THE SESSION

A. Join URL

1. If you have **confirmed** an appointment. The system will send you an 'confirmation' email with a join link.
2. The join link will take you directly to the specific session where you will see the countdown link; this will turn into a '**Join Zoom Session**' or **Join Jacktrip Session** will appear 15 minutes before the appointment (Confirm with your mentor if they are using Zoom or Jacktrip for the virtual session).
3. **Add to Calendar** – use this app to add the session to your calendar
4. **Cancel Reservation** You must give the mentor 48 hours' notice before canceling.
5. **Raise Dispute**, use this if you have an issue with a mentor that cannot be resolved between the two of you, which will launch and email to customer support.
6. **View All Session:** Use this button to view all of your sessions.
7. **My Sessions:** Use this button to view all of your sessions.
8. **Mentor Search:** Return to the mentor search page to schedule another session:



The screenshot displays the C4E Studio interface. At the top, there are navigation links for "Mentor Search" (7) and "My Sessions" (6). Below these is a "View All Appointments" button (5). The main content area is titled "Your Appointment" and includes a table of appointment details:

Order Number	392	First Name	Anita
Order Key	VFUJA157GRGF9294	Last Name	Student
Status	CONFIRMED	E-mail	anita.horsley+2@c4edu.com

Below the appointment details is the "Initial Level Placement" section, which includes a "Details" table:

Begin	November 24, 2023 12:00 pm 🌐
End	November 24, 2023 12:30 pm
Mentor	Steven Thompson
Service	Initial Level Placement (30 min.)

At the bottom of the appointment details, there is an "Add to Calendar" button (2) and a countdown timer (1) that reads: "The link to join the meeting will be shown in 13 Weeks, 1 day, 22 hours & 9 min." Below the appointment details are two buttons: "Cancel Reservation" (3) and "Raise Dispute" (4).

B. Student Sessions

1. **My Sessions** opens a summary page of all the appointments with the access to view the details of each session.
2. **Get Started** takes you to your User Guide and video tutorial page.
3. **View Details** to view the summary of your appointment and to JOIN THE SESSION
4. **Level Up** use this when you are ready to be assessed on your level and see if you are ready for the next
5. **My Profile:** the student can update their contact information.
 - a. Add a profile image if desired, this image will show up when the student leaves a review of the mentor
6. **Mentor Search:** returns you to the Mentor Search page to book another appointment.

C. Contact the Mentor

To contact the mentor, return to the **Mentor Search** page (upper right corner) and View the Profile of the Mentor. To email your mentor select the E-Mail link under CONTACT

REVIEW A MENTOR

After a student and a mentor attend their session, the student can review the mentor.

Note: the student will not be able to leave a review until after the appointment has been completed.

1. To leave a review the student selects the mentors name (as if they were going to make another appointment with them), they will now see a **'Leave a Review'** button at the bottom of the page.

[Music Mentors](#) [My Sessions](#)

Carlos Maldonado

★★★★★ 1 reviews

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has

[Quick Contact](#)

30 Minute Session (30 min.) July

■ Available
 ■ Partially Available
 ■ Fully Occupied
 ■ Selected
 Closed

July - 2022

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August - 2022

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

September - 2022

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Change timezone from the following list if you are booking from a different geographical area New York

[Book Now](#)

Date
Rating

Reviews

1 reviews

[Leave a Review](#)

Carlos is the the best ★★★★★ July 6, 2022 12:04 pm

I learned how to play the piano in no time at all

Music Student02

2. The student MUST add the number of stars to Submit the Review:

Title*

Rating*

★★★★★

Comment *

Dr. Maldonado was very patient with me as I am a beginner. I will definitely return for more coaching from him.

Characters Left: 400 Minimum Characters: 10

[Submit Review](#)

3. After **Submit Review** has been selected the review shows on the page in addition to the average number of stars by the mentor's bio picture:

Reviews

2 reviews



musicstudent04

Very Patient ★★★★★ July 15, 2022 4:21 pm

Dr. Maldonado was very patient with me as I am a beginner. I will definitely return for more coaching from him.



Music Student02

Carlos is the the best ★★★★★ July 6, 2022 12:04 pm

I learned how to play the piano in no time at all

NOTE: For a student's picture to show up in the Review area, the student should add a Profile picture in their Profile under 'My Sessions'.