

APPLIED MUSIC MENTOR PROGRAM

Student User Guide

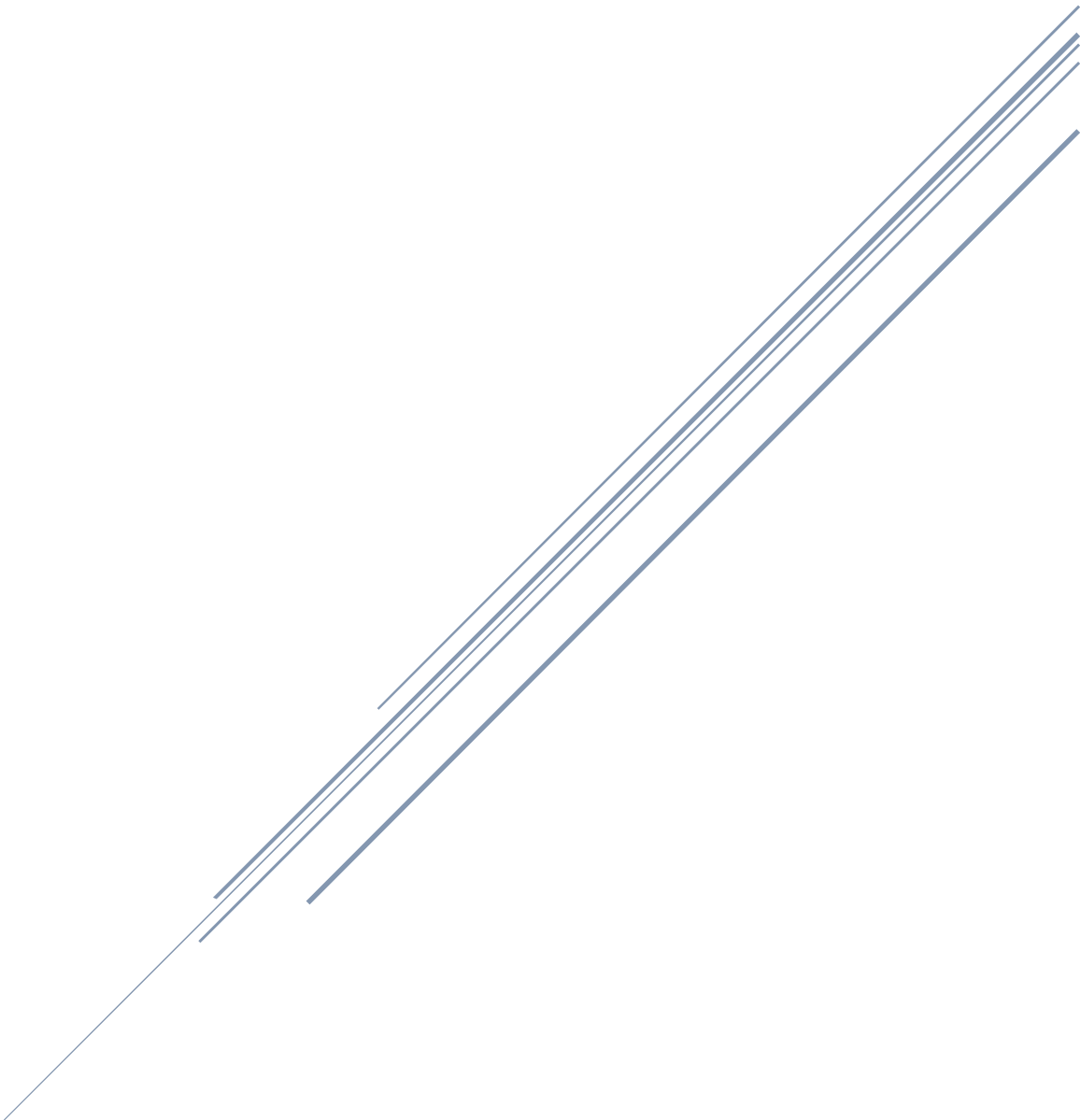




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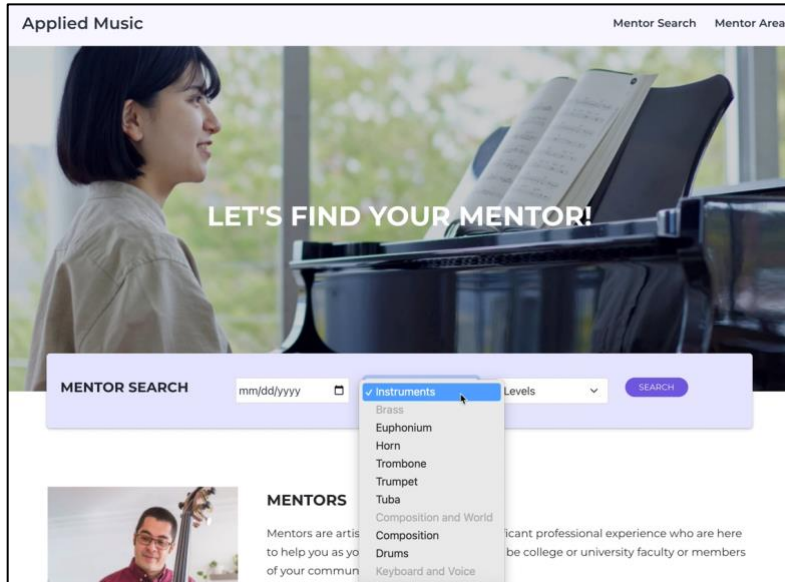
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STUDENT WORKFLOW

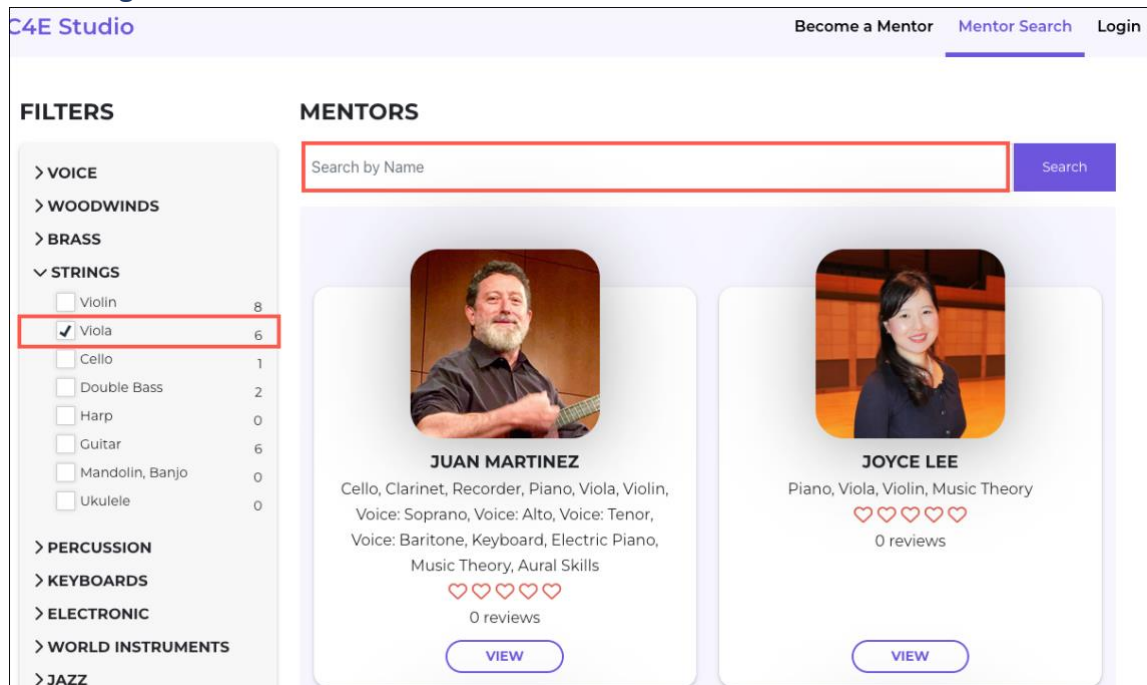
FIND A MENTOR

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:

C4E Studio Become a Mentor Mentor Search

10 **1** **2** **3** **4** **5** **6** **7** **8** **9**

JOYCE LEE
Piano, Viola, Violin, Music Theory
♥♥♥♥♥
0 reviews

MY INTRODUCTION ABOUT ME ME AS A TEACHER MY TEACHING STYLE

MY INTRODUCTION
[View Joyce's Introduction video on her website](#)

Connect 4 Education (C4E) Music Mentor Video Intro- ...
Watch later Share

CREDENTIALS

- Professional Mentor
- MM in Violin
- BM in Violin

CONTACT
jyl2@stmarys-ca.edu

LANGUAGES
English

SESSIONS

30-min	\$60 w	30
Joyce	Mins	
		\$60.00

Initial Level	30
Placement-	Mins
30 min w	\$0.00
Joyce	

- 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

Choose a Session

Initial Level Placement (30 min.) 1 August

Free Group

Free Trombone Daily Exercises (40 min.)

Groups

Trombone Choir \$ 10.00 (40 min.)

Initial Level Placement

Initial Level Placement (30 min.)

Available ■ Fully Occupied ■ Selected ■ Closed

September - 2023

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	

October - 2023

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					

November - 2023

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			

December - 2023

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

January - 2024

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				

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

New York 3

12:00 PM - 12:30 PM 4 12:30 PM - 01:00 PM

I would like this appointment to be recurring

5

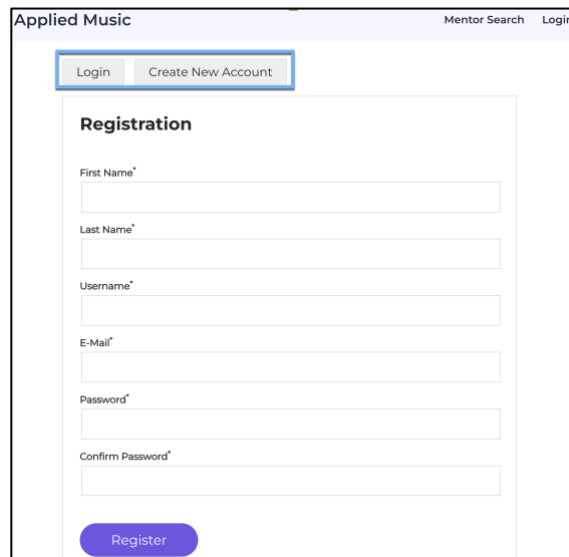
Add Service To Cart
Book Now

A. Choose a Session

- 1) **Choose a Session:** Select the dropdown and choose the session title/length/type. (If it is your first session, you should choose **Initial Level Placement** – there is no cost for this session and the mentor will provide you with the information you need to get started practicing)
- 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.

B. Login or Create New Account



The screenshot shows the 'Applied Music' website interface. At the top right, there are links for 'Mentor Search' and 'Login'. Below these, there are two buttons: 'Login' and 'Create New Account'. The 'Create New Account' button is highlighted with a blue border. Below the buttons is a 'Registration' form with the following fields: 'First Name*', 'Last Name*', 'Username*', 'E-Mail*', 'Password*', and 'Confirm Password*'. At the bottom of the form is a blue 'Register' button.

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**

A. Pay for an Appointment

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

The screenshot shows the 'Applied Music' interface. At the top right, there are links for 'Mentor Search' and 'My Sessions'. The main section is titled 'Appointment Summary' and displays a list of appointments. One appointment is expanded, showing details for a 20-minute session on May 7, 2023, at 9:00 am, with a price of \$15.00. Below the summary is a 'Total' of \$15.00 and a 'Continue Shopping' button. The 'Complete Appointment' section contains form fields for 'First Name' (Applied Music), 'Last Name' (Student04), 'E-mail' (appliedmusicstudent04@mailinator.com), and 'Phone Number'. There is also a checkbox for 'I read and accept the terms and conditions' and a 'Continue' button.

2. A Methods of Payment appears. Select Submit:

The screenshot shows the 'Methods of Payment' form. It has a single input field for 'Credit Card' and a 'Submit' button at the bottom.

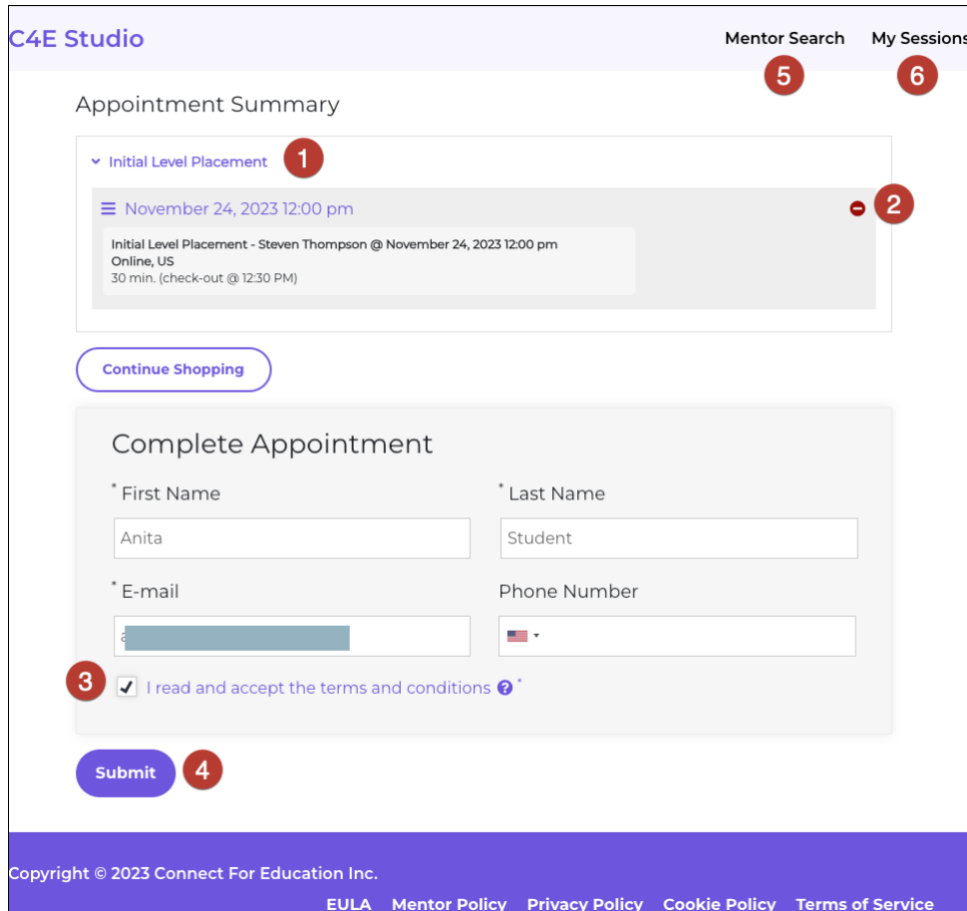
3. Fill out the credit card information and select **Pay Now**.

The screenshot shows the 'Applied Music' payment form. It includes a 'New user created.' message and a 'View All Appointments' button. The form fields are: 'First Name*' (Applied Music), 'Last Name*' (Student04), 'Card Type*' (Visa), 'Credit card number*' (with a card icon), 'CVV2*' (1256), 'Valid Thru*' (January 2028), 'Billing Name*' (Applied Music), 'Billing Address*' (145 Winder Way), 'City*' (Atlanta), 'State/Province*' (GA), 'ZIP Code*' (30311), and 'Country*' (United States). A green 'Pay Now' button is at the bottom.

B. 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.

C. Appointment Summary



The screenshot shows the 'C4E Studio' interface. At the top right, there are links for 'Mentor Search' (5) and 'My Sessions' (6). The main heading is 'Appointment Summary'. Below it, there is a section for 'Initial Level Placement' (1) with a list of appointments. One appointment is shown for 'November 24, 2023 12:00 pm' with a minus sign (-) (2) to remove it. The appointment details are: 'Initial Level Placement - Steven Thompson @ November 24, 2023 12:00 pm', 'Online, US', and '30 min. (check-out @ 12:30 PM)'. Below the appointment list is a 'Continue Shopping' button. The 'Complete Appointment' section contains form fields for 'First Name' (Anita), 'Last Name' (Student), 'E-mail', and 'Phone Number'. A checkbox (3) is checked with the text 'I read and accept the terms and conditions'. A 'Submit' button (4) is at the bottom. The footer contains copyright information and links for 'EULA', 'Mentor Policy', 'Privacy Policy', 'Cookie Policy', and 'Terms of Service'.

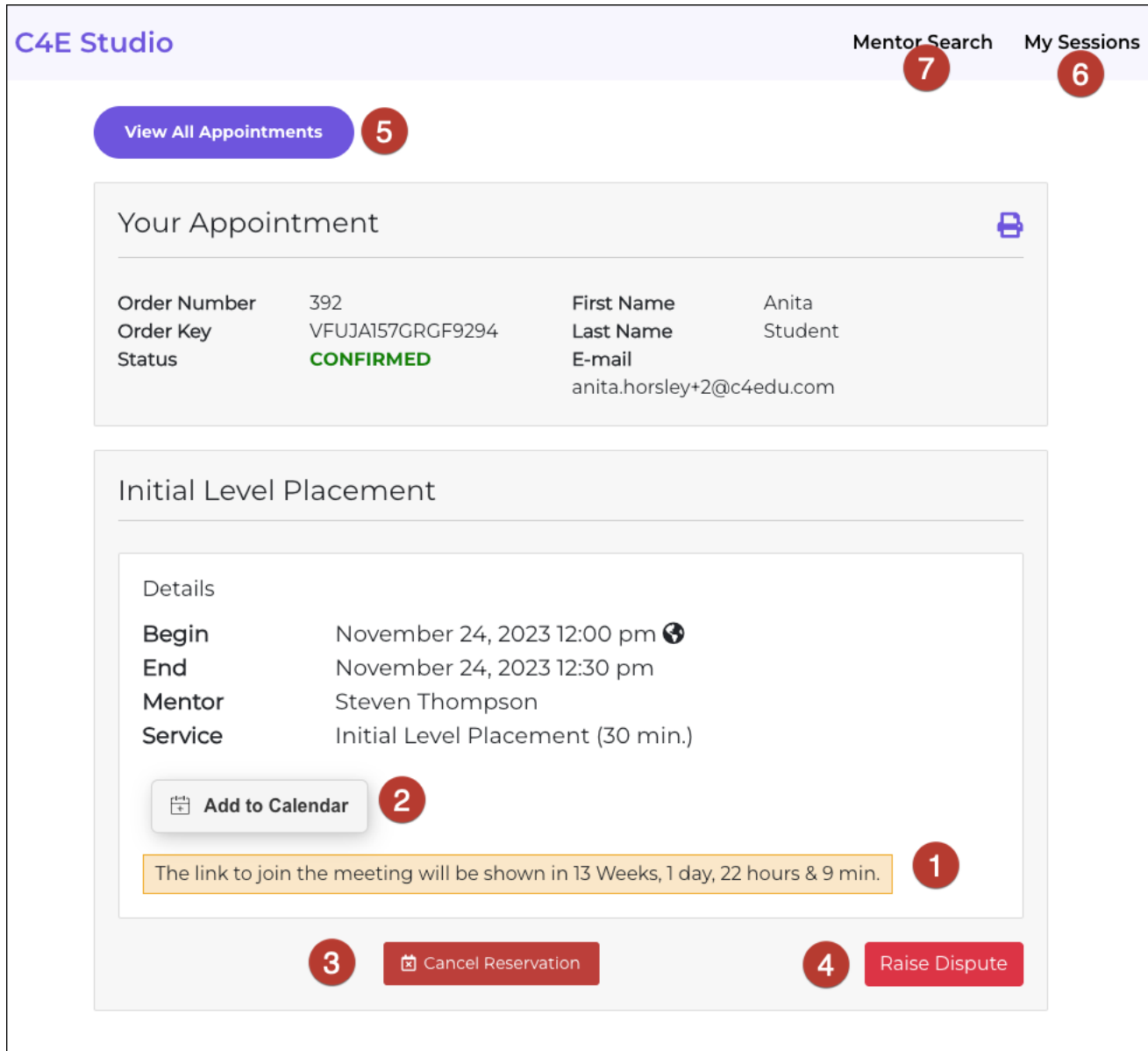
- 1) View your list of services (appointments)
- 2) If needed, select the minus sign (-) to remove the appointment.
- 3) Read and accept the terms and conditions.
- 4) **Submit:** select Submit to confirm your appointment.
- 5) **Mentor Search** to return to the mentor search page
- 6) **My Sessions** means you are logged in and can view your scheduled appointments.

NOTE 1: Currency Credits: If the school you attend is providing Currency Credits or a Coupon, you'll be taken directly your confirmed Appointment.

NOTE 2: Pay by Credit Card – If you need to pay by credit card, select the Continue button and then Submit to fill out the credit card information.

JOIN THE SESSION

A. Join URL



C4E Studio Mentor Search **7** My Sessions **6**

View All Appointments **5**

Your Appointment 🖨️

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

Initial Level Placement

Details

Begin November 24, 2023 12:00 pm 🌐

End November 24, 2023 12:30 pm

Mentor Steven Thompson

Service Initial Level Placement (30 min.)

Add to Calendar **2**

The link to join the meeting will be shown in 13 Weeks, 1 day, 22 hours & 9 min. **1**

3 **Cancel Reservation** **4** **Raise Dispute**

1. If you have confirmed an appointment by selecting the Submit button. The system 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 10 minutes before the appointment (Confirm with your mentor if they are using Zoom or Jacktrip for the virtual session).
2. **Add to Calendar** – use this app to add the session to your calendar
3. **Cancel Reservation** You must give the mentor 48 hours’ notice before canceling.
4. **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.

5. **View All Session:** Use this button to view all of your sessions.
6. **My Sessions:** Use this button to view all of your sessions.
7. **Mentor Search:** Return to the mentor search page to schedule another session.

B. Student Portal

C4E Studio Mentor Search **6** My Sessions **1**

Hi Anita Student! Get Started **2** Level Up **4** My Profile **5** Logout **7**

Credit \$25.00

ID	Status	Description	Date/Time	Action
VF#94	CONFIRMED	Initial Level Placement, Steven Thompson	November 24, 2023 12:00 pm	View Details 3
P9#81	CANCELLED	Initial Level Placement, Anita TEST Mentor	August 27, 2023 9:35 am	View Details
LU#LN	CONFIRMED	Initial Level Placement, Anita TEST Mentor	August 22, 2023 10:30 am	View Details
39#JF	CONFIRMED	Initial Level Placement, Art Lapiere	August 18, 2023 2:00 pm	View Details
6U#YW	CONFIRMED	Stay Tuned w Anita, Anita TEST Mentor	August 18, 2023 11:40 am	View Details

11 items << < 1 of 3 > >>

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.

The screenshot displays the user interface for a mentor's profile. At the top right, there are links for "Music Mentors" and "My Sessions". The profile card for Carlos Maldonado includes a profile picture, name, a 5-star rating with "1 reviews", and a placeholder text "Lorem Ipsum...". A "Quick Contact" button is located at the bottom right of the profile card. Below the profile card, there is a session duration selector set to "30 Minute Session (30 min.)" and a month selector set to "July". A legend indicates session availability: green for Available, orange for Partially Available, red for Fully Occupied, blue for Selected, and white for Closed. Three calendar views for July, August, and September 2022 are shown, with available dates highlighted in green. A timezone selector is set to "New York". A prominent "Book Now" button is centered below the calendars. The "Reviews" section at the bottom shows "1 reviews" and a "Leave a Review" button, which is highlighted with a yellow box. Below this, a review from "Music Student02" is visible, stating "Carlos is the the best" with a 5-star rating and the text "I learned how to play the piano in no time at all".

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

Title*
Very Patient

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



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.

musicstudent04



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

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'.