NWHACKS

MENTORSHIP

Here's how to use our mentorship system!

HACKERS

Step 1

Ask the mentors a question! All you need to do is type **/mentor** and then your question! Make sure you type **/mentor** at the beginning of your slack message. You can type **/mentor** [your question] in any open channel - when you press enter, **your message will only go to the mentors.**

> ⊕ | /mentor Help! I'm not sure why I'm getting a null pointer exception. :o

> ⊕ | /mentor Could you help me choose a backend framework? :-)

You should get the following confirmation message:

> **slackbot** 11:57 PM   Only you can see this message
> *Your question has been submitted to the mentors! We'll let you know when someone's on it.*

Step 2

Talk to your mentor! You should get a Slack message from **mentorbot** - this is a private group with just you, your mentor, and mentorbot! We suggest that you find a place to meet in the venue to chat about whatever you need help with.

> This is the very beginning of your direct message history with **mentorbot** and **mentor-john.** Direct messages are private within this group.
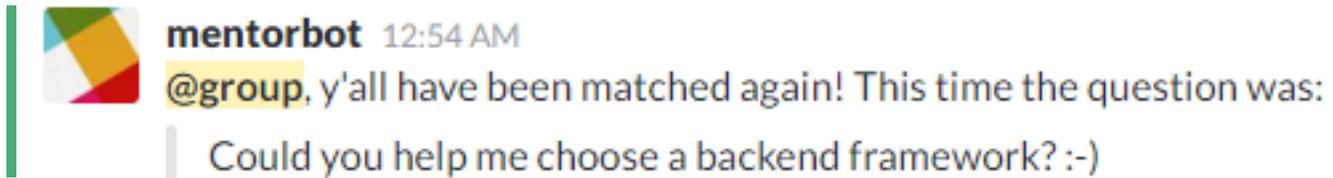>
> ——————— Today ———————
>
> **mentorbot** 12:45 AM
> (@group) Hey hacker, meet your mentor John! You're welcome to keep it digital here, but we encourage you to meet up and debug face to face! The question was:
> > Help! I'm not sure why I'm getting a null pointer exception. :o

If you have another question and are matched with the same mentor, you'll get a message in the same message thread! Of course, you're also free to message your mentor with questions throughout the hackathon - if you're not getting a response, **/mentor** is also open!
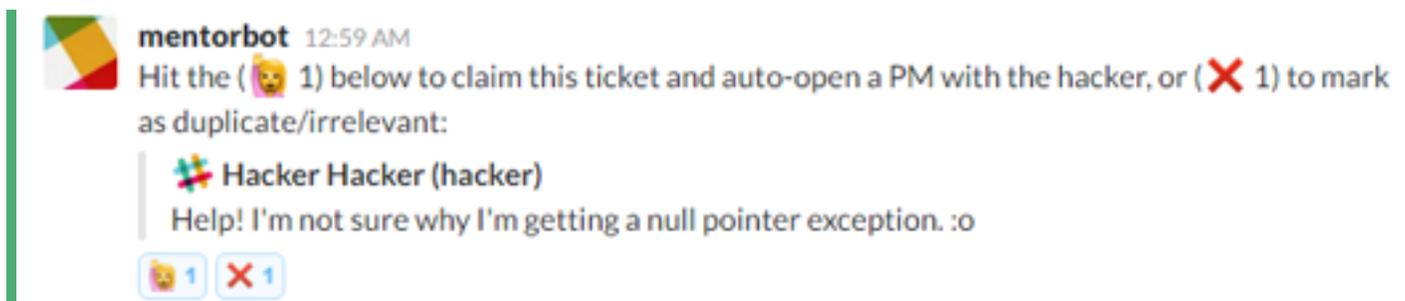

mentorbot 12:54 AM
@group, y'all have been matched again! This time the question was:

> Could you help me choose a backend framework? :-)

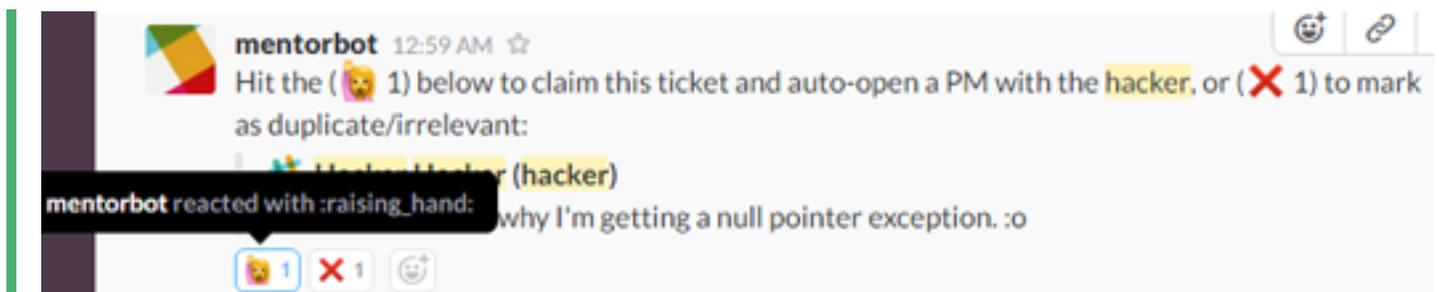That's it! You're all ready to get your questions answered by mentors.

MENTORS

How to Respond to Help Requests
When a hacker requests help, their question will go to the private mentors channel (if the channel is bolded, it means that there's a message you haven't read in there!). A help ticket looks something like this:

mentorbot 12:59 AM
Hit the (🙋 1) below to claim this ticket and auto-open a PM with the hacker, or (❌ 1) to mark as duplicate/irrelevant:

> 🧩 Hacker Hacker (hacker)
> Help! I'm not sure why I'm getting a null pointer exception. :o

🙋 1   ❌ 1

To claim the ticket and help the hacker out, press the emoji on the left:

mentorbot 12:59 AM ☆
Hit the (🙋 1) below to claim this ticket and auto-open a PM with the hacker, or (❌ 1) to mark as duplicate/irrelevant:

🧩 Hacker Hacker (hacker)

mentorbot reacted with :raising_hand: why I'm getting a null pointer exception. :o

🙋 1   ❌ 1

If the ticket is a duplicate, press the emoji in the right. **Do not press the "x" emoji if you don't want the ticket.** The ticket will sit in the channel for another mentor to claim it. Try to claim tickets that are older (the ones further up in the channel).

Once you've claimed the ticket, you should get a Slack message from mentorbot - this is a private group with just you, the hacker, and mentorbot! We suggest that you find a place to meet in the venue to chat about whatever you need help with.

This is the very beginning of your direct message history with **hacker** and **mentorbot**. Direct messages are private within this group.

─── Today ───

mentorbot 12:45 AM
(@group) Hey hacker, meet your mentor John! You're welcome to keep it digital here, but we encourage you to meet up and debug face to face! The question was:

> Help! I'm not sure why I'm getting a null pointer exception. :o

We encourage you to meet with your hacker in person (you can take a break and grab some coffee, too!). We'd also love if you followed up with your hacker throughout nwHacks, checking in at various points.

─── Today ───

mentorbot 12:45 AM
(@group) Hey hacker, meet your mentor John! You're welcome to keep it digital here, but we encourage you to meet up and debug face to face! The question was:

> Help! I'm not sure why I'm getting a null pointer exception. :o

mentor-john 1:20 AM
Sure thing! What languages are you familiar with? And what sort of app are you trying to build? Actually, let's just talk about this in person -- want to meet at the coffee bar?

hacker 1:21 AM
Yes! See you in 5!

You're ready to mentor!

How do I set my highlighted words?

A highlight word is a word that you designate that will notify you and be highlighted anytime someone uses it in a public channel. You may want to use your highlight words to be notified: when technologies you are comfortable with are discussed (like Node.js) or your company is discussed, it's easy to hop into the channel and provide additional insight if needed. This will also notify you of any relevant mentor tickets.
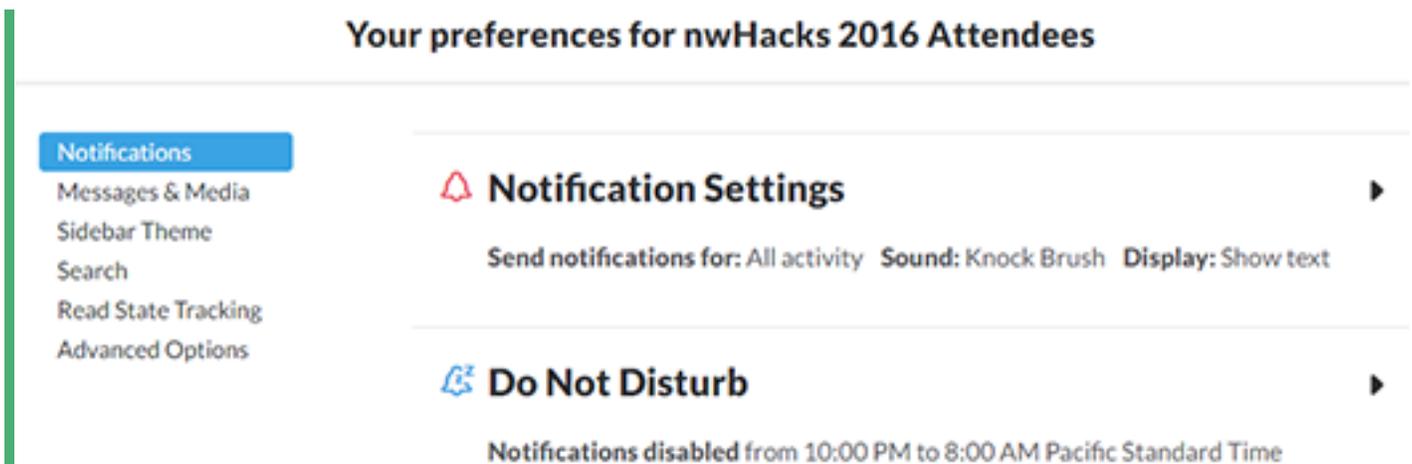
Step 1

Click the down arrow next to nwHacks 2016 in the upper left hand corner. A drop down menu will pop up: click on "Preferences".

Step 2

The following screen will show up. Click on "Notification Settings".

Step 3

Scroll down until you see "Highlight Words". Type in any words that you would like to be notified for. Any time someone uses these words in a channel you're in, you'll get a notification and the word will be highlighted on screen. Note that they're not case sensitive! You can also add more than one highlight word by adding spaces in between the phrases (for example, your company and a product hackers might be using).

For example, say my highlight word is "nwhacks" and hacker mentions nwHacks in the #design channel. I'll get a notification:

nwHacks will also be highlighted in the #design channel, as so:

ADAPTED FROM TREEHACKS MENTORSHIP MATERIALS