

Dreami Public End User FAQ

Introduction 🎉

Welcome to the Dreami FAQ guide! This document is designed to provide comprehensive support, addressing technical issues, login problems, and facilitating seamless usage of the Dreami platform. Our primary goal is to ensure that everyone has a smooth and rewarding experience.

Once you've been matched, be sure to check out the onboarding checklist on the dashboard to help you navigate the platform!

For any further inquiries, please feel free to reach out to us at hello@dreami.io

Frequently Asked Questions 🙋

- **Help, I can't log in!**
 - If you are attempting to log in and receive a message that states: "Account exists, please try another method", you most likely have an existing account with us!
 - Please attempt to log in with a different account method first
 - If you're still experiencing issues with logging in or signing up, please contact hello@dreami.io
- **I'm having trouble contacting my mentor!**
 - If you're unable to schedule sessions or contact your mentor, follow these steps:
 - 1. Message your mentor on the dashboard
 - 2. If you don't hear back within a week, please contact hello@dreami.io
- **I'm having trouble contacting my mentee!**
 - If you're having trouble reaching your mentee, follow these steps:
 - 1. Message your mentee on the dashboard
 - 2. If you don't hear back within a week, please contact hello@dreami.io
- **How do I reschedule a session?**
 - If you are looking to reschedule a session, you can navigate to the Dreami dashboard and click **Reschedule** next to your session
 - We ask that sessions are rescheduled well ahead of the session date to respect your match's time and schedule
- **How do I add an agenda to a session?**
 - If you are looking to add an agenda to an upcoming session, you can navigate to your Dreami dashboard and click "Agenda".
 - You'll be able to add agenda items, and your match will be able to see these items as well

- **How do I update my profile?**
 - If you'd like to update your profile, you can log into your Dreami account
 - Navigate to **Account Settings**
 - Navigate to **Your Goals**
 - Click **"Edit Goals"**
- **I need some help setting up my availability on Dreami**
 - If you're a mentor needing guidance on setting availability, follow these steps:
 - 1. You can either
 - 1. Sync your availability: Sync with Google calendar to allow your match to view your availability automatically.
 - 2. Manually set availability: Easily manage your availability manually. Choose the times that work best for your schedule.
 - 2. Here's how to manually set your availability...
 - 1. Click 'Add availability'
 - 2. Pick your date and time and how often you'd like for it to repeat
 - 3. Don't forget to click 'Confirm'
- **I need to change the email address associated with my account**
 - If you need to change the email associated with your account, follow these steps:
 - 1. Go to Account Settings
 - 2. Go to Personal Info
 - 3. Update your email (Remember: This is your primary email address for Dreami email notifications.)
- **I'm running into some technical issues:**
 - If you encounter any technical issues while using the Dreami platform, such as errors or glitches, please follow these steps:
 - 1. Clearly describe the issue you're experiencing.
 - 2. Provide any relevant error messages or screenshots if possible.
 - 3. Contact our customer support team at hello@dreami.io for assistance.
- **Do you provide any additional resources or guides?**
 - Explore our Resources tab for additional resources, user guides, and tutorials on using the Dreami platform effectively.
 - Here you can access agenda templates, discussion guides, conversation prompts and best practices!

We value your feedback and suggestions for improving the Dreami platform. If you have any ideas, feature requests, or general feedback, please don't hesitate to reach out to us. We're always eager to hear from our users and continuously strive to enhance the platform based on your input.

For further assistance or inquiries not covered in this FAQ guide, please feel free to contact our customer support team directly at hello@dreami.io. We're here to help you make the most out of your mentoring experience on Dreami.