

Taking the Plunge!

You've decided to access a coach or mentor — brilliant!

This guide will help you get started on our Matching Hub: from registering and searching for a coach or mentor, to submitting your request and understanding what happens next.

We've also included a few top tips along the way to help you make the most of your experience.

Coach or Mentor — what's the difference?

Remember, when you are looking for the right person for you:

A coach doesn't need to work in the same role as you. They are there to help you think, reflect and move forward, so it helps to have an idea of what you want to achieve.

A mentor is more likely to bring experience or insight in a particular area you want to develop, so it helps to think about what knowledge or perspective you're looking for.

Not sure which is right for you? Ask yourself:

- Do I want someone to help me think things through? → **Coaching**
 - Do I need someone with relevant experience to share insight? → **Mentoring**
-

Key Question: Do I Need Permission?

Some organisations require approval before coaching or mentoring can begin, while others do not. If approval is needed, the matching system will guide you through this as part of your request.

It can also be helpful to talk to your line manager or sponsor about what you'd like to get from the experience. We would encourage their involvement where suitable.

Click the links below to jump to the relevant section for you:

[Step 1 – Register and Log in](#)

[Step 2 – Search for a Coach and Mentor](#)

[Step 3 – Submit a request](#)

[What happens next](#)

Step 1 — Register and Log in

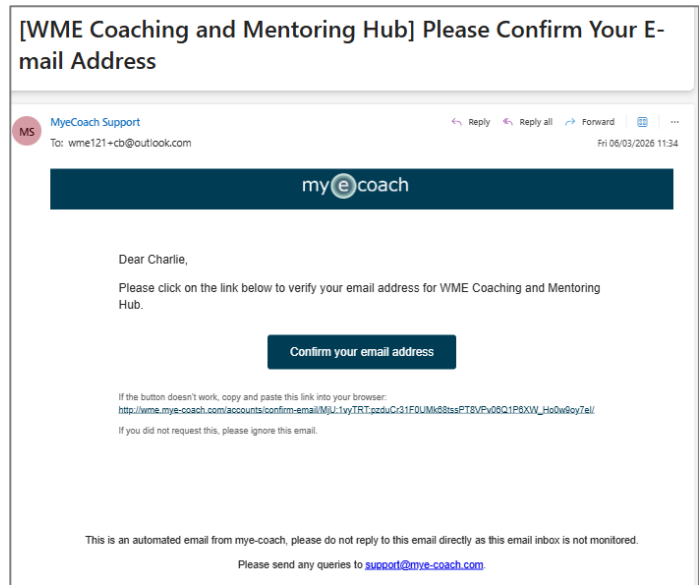
Head to the matching hub and register:
<https://wme.mye-coach.com/>



Check your email for your confirmation link.

Confirm your email address before logging in.

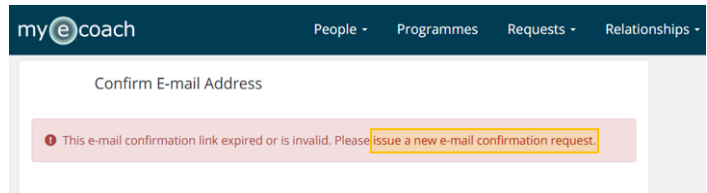
Log in to complete your profile and save your details.



Helpful notes:

Can't see the email? Check your junk or spam folder.

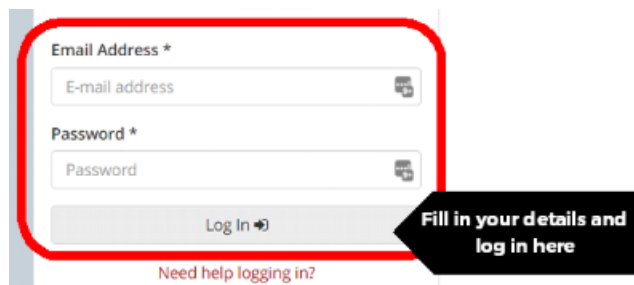
Confirmation link expired? Click the wording highlighted in yellow within the on screen message to send yourself a new one.



Already have login details?

Just sign in using your existing account.

If needed, use "Forgot your password?" to reset it.

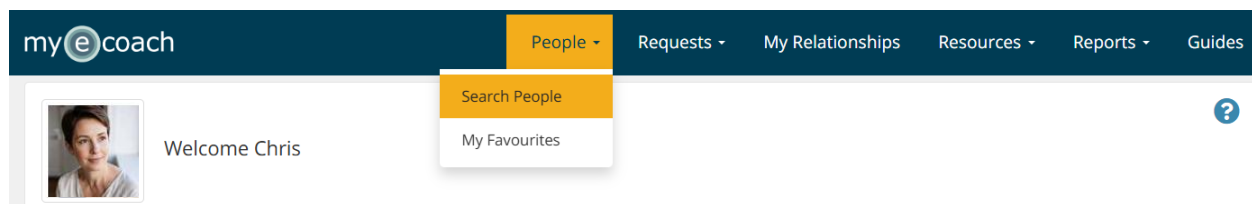


Step 2 — Search for a Coach or Mentor

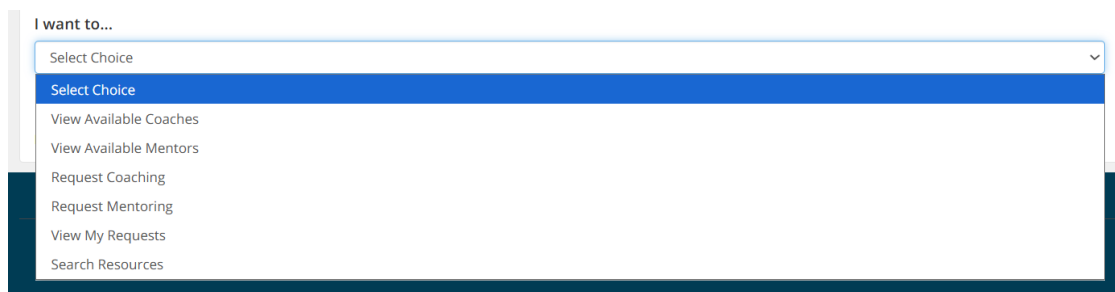
Once you're logged in, you can start searching for a coach or mentor.

You can either search:

from the **'People'** tab on the top menu - select **Search People**



OR through the **'I Want To...'** drop-down to view who is available



Top tip: If you have been invited to take part in a Programme, it's best to choose **Request Coaching** or **Request Mentoring**, from the **'I want to...'** drop down

Once you select the Programme, and have saved your request you will automatically be shown the recommended coaches or mentors available to support you.

When choosing a coach or mentor, it can help to think about what matters most to you. For example:

- Are you looking for support with a specific **topic or challenge**?
- Do you want someone **inside or outside your organisation**?
- Is **shared background or lived experience** important to you?
- Would you prefer someone **local** in case you'd like to meet in person?

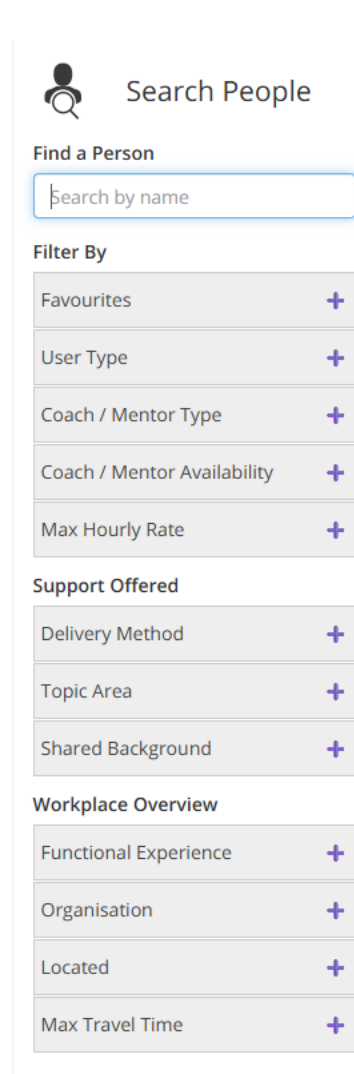
The 'Search People' Page


You have a range of filters to help you find the right person.

Start broad, then narrow down based on what matters most to you.

Start with just a few filters, such as **availability**, **topic area** or **delivery method**.

Using too many filters at once may hide people who could still be a great match.



 Search People

Find a Person

Filter By

- Favourites +
- User Type +
- Coach / Mentor Type +
- Coach / Mentor Availability +
- Max Hourly Rate +

Support Offered

- Delivery Method +
- Topic Area +
- Shared Background +

Workplace Overview


- Functional Experience +
- Organisation +
- Located +
- Max Travel Time +

- **Find a person – Search by name** if you already know who you're looking for
- **Favourites** — Save people you may want to come back to
- **User Type** — Choose whether you want to see coaches or mentors
- **Coach /Mentor Type** – Filter by people inside or outside your organisation
- **Availability** – to make sure they are currently available for new clients
- **Delivery method** – if you prefer online of face to face sessions
- **Topic Area** – Search by the areas you'd like support with
- **Shared background** – Find someone with lived or professional experience that may feel relevant to you
- **Functional Experience** — search by the environments and areas of work coaches and mentors are familiar supporting
- **Organisation** — filter by the organisation someone comes from
- **Located** — search by geographical location
- **Max Travel Time** – useful if you're hoping to meet face to face

Need to change your filters? Click the 'x' to remove an individual filter or '**Reset**' to clear all

Understanding Your Search Results

When results appear, here's what you'll see for each coach or mentor



Annabelle Clearwater Coach Mentor

Manager at West Midlands Employers, West Midlands

Leadership Career Development/Planning
Managing up

Delivery Method - In person and virtual.
Willing to travel up to 1 hour.

I have seen first hand how coaching can shift someone's thinking and unlock progress. I have

[View Profile](#)

[Message](#) [Contact Info](#) [Add Favourite](#)
[Request Coaching](#) [Request Mentoring](#)

Status: Approved
Last Login: 10/03/2026
Live Relationships: 0

When results appear, you'll usually be able to see:

- Name, role, organisation and location
- Topic tags showing the areas they can support with
- A short bio
- A profile picture (if they've added one)
- View Profile to find out more


On some profiles, you may also be able to:

- send a message
- view telephone contact details
- see whether they are currently available

Helpful tips:

1. **Take your time comparing profiles.**
A strong match is more often about style and fit, not job role.
2. **Shortlisting a few people first can help.**
Use **Add Favourite** to save people while you compare your options.
3. You can click on the blue **Topic Tags** to find others who have the same tag

Please note, some users may be 'hidden' on the system and won't appear in search results.

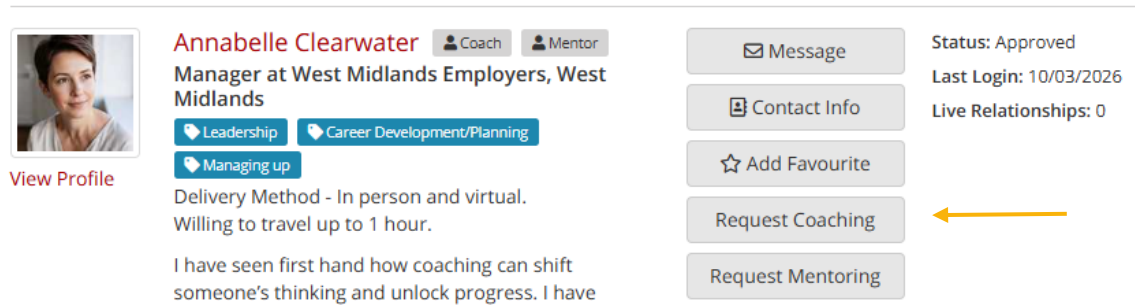
You can use your browser back button to return to your previous page or click  to go back to your home page.

Step 3 — Submit Your Request

Once you've found someone you'd like to work with, the next step is to submit your request.

From the 'I Want To...' drop-down 'Request Coaching / Mentoring" OR

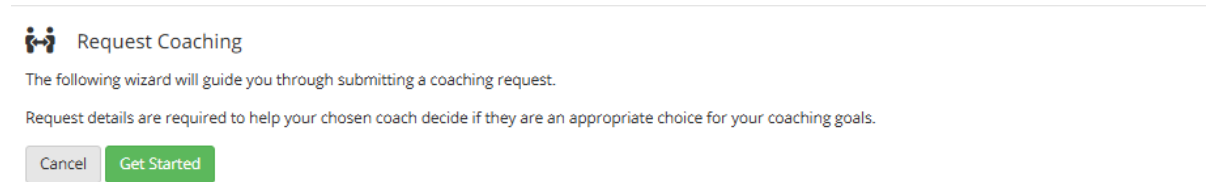
From the Search People results the profile has a 'request coaching / mentoring' button if you would like to go directly to an individual



The screenshot shows a user profile for Annabelle Clearwater, who is a Coach and Mentor. Her title is 'Manager at West Midlands Employers, West Midlands'. She has skills in Leadership, Career Development/Planning, and Managing up. Her delivery method is 'In person and virtual' and she is willing to travel up to 1 hour. A bio states: 'I have seen first hand how coaching can shift someone's thinking and unlock progress. I have'. On the right side, there are buttons for 'Message', 'Contact Info', 'Add Favourite', 'Request Coaching', and 'Request Mentoring'. The 'Request Coaching' button is highlighted with a yellow arrow. Status information on the right includes 'Status: Approved', 'Last Login: 10/03/2026', and 'Live Relationships: 0'. A 'View Profile' link is located below the profile picture.

Completing the Request Form

Whichever route you take, you'll complete the same request form:



The screenshot shows the 'Request Coaching' form. It features a heading 'Request Coaching' with a person icon. Below the heading, it states: 'The following wizard will guide you through submitting a coaching request.' and 'Request details are required to help your chosen coach decide if they are an appropriate choice for your coaching goals.' At the bottom, there are two buttons: 'Cancel' and 'Get Started'.

Some organisations require requests to be approved before you can select a coach/mentor.

When you start a request, this will be made clear to you and what options you have to find the right coach/mentor for you.

What Happens Next?

After submitting your request, you'll be able to track its progress on the hub.

Your request will usually move through one of these stages:

1. Select a Coach/Mentor

You'll be asked to choose who you'd like to work with.

Once you've selected someone, make sure you **Submit** the request so they are notified.

2. Awaiting Coach/Mentor Acceptance

Your chosen coach or mentor has received the request and is reviewing it.

3. Awaiting Admin Approval

If your organisation uses an approval process, your request will be reviewed before it can continue.

Depending on how your organisation works, you may then: choose your own coach/mentor, or be recommended one to confirm.

Finding and updating your requests

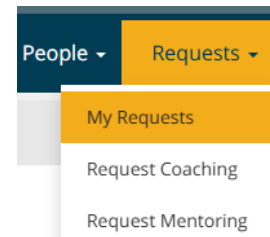
Keep an eye on your request.

You may need to take a further step depending on how your organisation manages access.

You can view your **Requests** at any time by selecting **My Requests** from the top menu.

This is useful for:

- checking what stage your request is at
- seeing whether you need to take any action
- updating your selection if a coach or mentor declines



If you need support, you can also contact the Champion linked to your request directly from within the request.

Need further support?

We hope this guide helps you get started with confidence and find the right support for you.

If you need help, each organisation has Champions who can help if you get stuck or have questions.

If you're already registered on the hub, you can find them by: Going to **Search People**, using the **User Type** filter to find **Champions** and messaging them directly through the hub.

Alternatively, you can find them [here](#)