

## Frequently Asked Questions (FAQs)

In this document, you will find the most important questions and answers about the two RMU collaboration formats:

The **RMU-Networking Hour** (available immediately) and **RMU-Hospitation** (available from Q.1 2025).

If your request is not covered in the FAQ, please write to [rmu-pe@uni-frankfurt.de](mailto:rmu-pe@uni-frankfurt.de)

### Content

1	Aim and context .....	2
2	Brief description of RMU Networking Hour (available immediately) .....	2
3	Brief description of RMU job shadowing (available from Q1 2025) .....	2
4	Platform registration, platform login and format login.....	2
4.1	Where can I find the platform access and how does the registration process work? .....	2
4.2	Can I use my HRZ/university account?.....	2
4.3	What happens after platform-registration? .....	2
4.4	I have forgotten my password, what do I have to do? .....	2
4.5	Which browser is recommended for using the networking platform?.....	3
5	Profile creation, editing and deletion .....	3
5.1	What information is collected during registration and profile creation and why? .....	3
5.2	How does the entry of skills and skills development interests work?.....	3
5.3	What do I do if I am employed in two different work areas?.....	3
5.4	How can I edit or delete my profile?.....	3
5.5	How can I switch off the e-mail notifications? .....	3
6	Format registration.....	3
6.1	How can I take part in the PE formats? .....	3
6.2	What are the conditions for participation in the formats? .....	4
6.3	Do I have to inform my manager about my participation in the RMU-Networking Hour and how?.....	4
6.4	What should I do if my manager does not agree to my participation? .....	4
6.5	How and when do I get a match in the RMU-Networking Hour?.....	4
6.6	Can I only be allocated RMU colleagues from my status group in the networking hour? .....	4
6.7	Is it possible that I will not be allocated a new RMU contact? .....	4
6.8	What is the Journal?.....	4
6.9	When will the exchange with my Networking Hour match take place and how can I make an appointment? .....	4
6.10	How long does an online meeting last and where do I meet virtually?.....	5
6.11	Can I also meet with my match in person?.....	5
6.12	What should I do if I have been assigned a contact but do not currently have time for an exchange? .....	5
6.13	How can I unsubscribe from the formats? .....	5
7	Community .....	5
7.1	What is the community on the platform?.....	5
8	Pilot evaluation.....	5
8.1	Will the programs be evaluated? .....	5
9	Guided and resources .....	5
9.1	Are there resources and guidelines for the programs? .....	5
10	Support.....	5

## 1 Aim and context

The RMU-Networking Hour and RMU-Hospitalation are two new personnel development formats within the RMU Alliance. Both collaboration formats support and promote individual networking as well as the professional and career development of employees within the RMU alliance. Employees and managers from science and administration at the three RMU universities: Goethe University; Johannes Gutenberg University; Technical University of Darmstadt can participate. Participation for students is not possible.

The formats are personnel development offers and therefore part of working time. This is a jointly implemented pilot project for learning and development in the RMU. These formats are organized by the personnel and development department at Goethe University.

## 2 Brief description of RMU Networking Hour (available immediately)

- The **RMU-Networking Hour** is a low-threshold networking opportunity that makes it quick and easy to build an RMU network and get to know colleagues from the other RMU universities online. Alliance employees are randomly matched with colleagues from the other universities. They meet digitally for a short exchange and thus get to know the diversity of the RMU Alliance.
- The **RMU-Networking Hour** is open to employees, staff and managers from academia and administration at the three RMU universities: Goethe University; Johannes Gutenberg University; Darmstadt University of Technology.

## 3 Brief description of RMU job shadowing (available from Q1 2025)

- The **RMU-Hospitalation** enables specialists and managers in science, science management and administration to gain practical knowledge from peers and/or the next higher management level and to use this for their professional and career development. At the same time, the network within the RMU Alliance is systematically expanded. The exchange of best practices enables a structured transfer of knowledge. Interested guest and hosts are also matched with IT support and carry out the Hospitalation at the host university.
- It is not yet possible to register for the **RMU-Hospitalation**, which will be available from Q1 2025.

## 4 Platform registration, platform login and format login

### 4.1 Where can I find the platform access and how does the registration process work?

- Data protection-secure access to the external networking platform (Mentessa) can be found at: [www.bit.ly/4epLVoW](http://www.bit.ly/4epLVoW)
- Registration (log-in) is voluntary and takes place via your university e-mail address at [www.bit.ly/4epLVoW](http://www.bit.ly/4epLVoW)
- When you register, you set your password and can familiarize yourself with the data protection regulations. For security reasons, you will receive an e-mail confirming your registration, which you must actively confirm within 60 minutes.
- After confirmation, you can continue the registration process and will be guided through a questionnaire to create a profile. All details are marked as mandatory or voluntary.
- You can update your details at any time after completing the registration process and delete your profile yourself.

### 4.2 Can I use my HRZ/university account?

- No, you cannot log in with your internal university IT account or HRZ account.
- For the networking platform, you need a platform account with your official university e-mail address.
- A SingleSignOn via the existing university account is not possible.

### 4.3 What happens after platform-registration?

- After registering, you can log in at <https://rmu-pe.mentessa.com/>

### 4.4 I have forgotten my password, what do I have to do?

- In the login screen, you have the option of resetting your password and generating a new password by clicking on "Forgot password".

#### 4.5 Which browser is recommended for using the networking platform?

- The following browsers are recommended for use: Chrome, Edge, Firefox. Safari is also possible.
- When using Internet Explorer, there may be restrictions on usability.

### 5 Profile creation, editing and deletion

#### 5.1 What information is collected during registration and profile creation and why?

- Your profile data is used to support IT-supported matching in order to bring you together with RMU colleagues in the formats.
- The mandatory information includes personal business data such as:
  - First name, last name, work email address and organizational data (university, organizational unit, status group, employment group)
- Voluntary information includes:
  - Competencies, skills development interests, profile picture and availabilities.
- Your voluntary information may provide starting points and topics for your meetings.
- Further information and details can be found in the privacy policy during registration.

#### 5.2 How does the entry of skills and skills development interests work?

- When creating your profile, you can voluntarily select initial skills and skills development interests from a selection list. Please note that this selection list is currently only available in English.
- After creating your profile, you can adjust your entries in your profile at any time and add further skills in German. To do this, you can choose from a selection list or type in the skills yourself.

#### 5.3 What do I do if I am employed in two different work areas?

- Currently, you can only select one entry each in the mandatory fields for the organizational data. If you have different areas of work, select one that you would like to focus on in the formats.
- In your short profile text, you have the option of listing your different areas in the free text field, for example. You can make changes to your profile at any time.

#### 5.4 How can I edit or delete my profile?

- You can update all profile details at any time after completing registration.
- You can access and edit your profile by clicking on your name in the menu at the top right. Please remember to save your changes.
- You can also select the “Delete profile” field in your profile to permanently delete your user profile on the networking platform.

#### 5.5 How can I switch off the e-mail notifications?

- By default, you will receive a number of automated e-mail notifications. For example, information about the start of a new matching run or about the feedback forms.
- You can switch off these e-mail notifications at any time in your profile under “Notifications”.

### 6 Format registration

#### 6.1 How can I take part in the PE formats?

- After registering on the platform, further registration for the formats is required. You will find a short description and the registration button under the “Programs” menu.
- For more information and to register, click on “Register” and confirm the conditions of participation, including that you have informed your manager.
- Please note that participation in the formats is only possible once the registration form has been submitted digitally in full.
- The RMU-Networking Hour is now available for registration.
- The RMU-Hospitality is not yet available for registration; it is planned to start in Q1 2025.

## 6.2 What are the conditions for participation in the formats?

- The conditions of participation can be found as part of the registration for the PD formats and can also be found on the website of the Human Resources and Organizational Development department of Goethe University under the following link: <https://www.uni-frankfurt.de/PersonalOrganisationsentwicklung> as well as in the “Resources” tab on the networking platform.

## 6.3 Do I have to inform my manager about my participation in the RMU-Networking Hour and how?

- Yes, in general, your manager must be informed or must actively agree to your participation in the formats.
- To take part in the RMU-Networking Hour, inform your manager bilaterally of your wish to take part. When you register for the RMU Networking Hour on the platform, you confirm that you have informed your manager. In general, the department welcomes active participation by employees.
- To take part in the RMU-Hospitalation, please coordinate your participation request with your manager and have your participation approved accordingly. Further information will follow in Q1 2025

## 6.4 What should I do if my manager does not agree to my participation?

- In the first step, try to clarify the situation bilaterally with your manager. If you are unable to reach an amicable agreement, you can contact the relevant personal development department at your university in the second step.

## 6.5 How and when do I get a match in the RMU-Networking Hour?

- If you are registered for the RMU Networking Hour, you will be allocated a new RMU contact on the 9th of each month at 07:00 AM in the morning. You will receive an e-mail notification with an overview of your match.
- Your match will be displayed in the platform under “My Matching”.

## 6.6 Can I only be allocated RMU colleagues from my status group in the networking hour?

- No, individual selection is not possible.
- The RMU-Networking Hour is intended to facilitate the establishment of an RMU network across hierarchies, departments and status groups.
- In general, registered RMU employees will only receive a RMU contact from one of the other two universities and not from their home university.

## 6.7 Is it possible that I will not be allocated a new RMU contact?

- If you are registered for the RMU Networking Hour, it may happen in exceptional cases that you are not allocated a new RMU contact. This can happen, for example, if an uneven number of participants are registered.

## 6.8 What is the Journal?

- For each match, you will receive a shared matching journal with your match. You can find this by clicking on the “Start exchange in the matching journal” button in the matching e-mail notification or in the platform in the “Journals” menu.
- Journals are checklists for the preparation, implementation and follow-up of RMU personnel development formats.
- You can use and adapt them yourself.

## 6.9 When will the exchange with my Networking Hour match take place and how can I make an appointment?

- Once you have been assigned your match as part of the RMU-Networking Hour, you can agree bilaterally when to arrange your virtual meeting.
- To do this, you can send your match a message directly on the platform or add a note in the journal.
- You can also book a “session” with your match, provided that availability is available. In this case, you have the option of downloading an iCal calendar and importing it into your calendar.
- Please note that you must make an appointment with your match within four weeks, as the next matching takes place on the 9th of the following month.

## 6.10 How long does an online meeting last and where do I meet virtually?

- The exchange with your match is self-directed and should last 30-60 minutes.
- Agree with your match partner on which online tool you would like to use, e.g. Zoom, Big Blue Button, MS Teams and who will send the invitation, when you make the appointment.

## 6.11 Can I also meet with my match in person?

- In general, the RMU Networking Hour is designed as a low-threshold PE format. The meetings therefore always take place online.
- If you have appointments on site at the other university, you are free to meet in person. Please coordinate this with your match.

## 6.12 What should I do if I have been assigned a contact but do not currently have time for an exchange?

- In the “Journals” menu, you can view the profile of your match and send a message to let us know that you do not have time for the exchange at the moment and would like to plan the appointment for a later date, for example.
- If you realize that you would generally like to participate but do not have time at the moment, you can unsubscribe from the RMU Networking Hour at any time in the Programs menu and register again to participate when the time is right.

## 6.13 How can I unsubscribe from the formats?

- You can unsubscribe from the PE formats at any time in the “Programs” menu. If you would like to participate again at a later date, simply register again.

# 7 Community

## 7.1 What is the community on the platform?

- In the “Community” menu, you will find all employees who have registered on the networking platform. The profiles are displayed on the basis of mandatory and voluntary information. You can decide which of the voluntary profile details (e.g. skills, interest in skills development and profile picture) you would like to include in your profile. You have the option of changing your profile details at any time and can delete your profile yourself.

# 8 Pilot evaluation

## 8.1 Will the programs be evaluated?

- Yes, as this is a temporary pilot project, it will be evaluated for potential continuation.
- Digital feedback forms are sent out after each participation in the RMU-Networking Hour or RMU-Hospitalation.

# 9 Guided and resources

## 9.1 Are there resources and guidelines for the programs?

- In the “Resources” menu, you will find all the guidance you need, such as guidelines, FAQs, conditions of participation and netiquette for respectful communication and interaction.
- The guidelines for the RMU-Networking Hour are already available there.
- The guidelines for RMU-Hospitalation will follow with the launch of the format.

# 10 Support

The HR-Personal- und Organisationsentwicklung at the Goethe-Universität is your point of contact:

In case of technical questions, please contact: [support.rmu-pe@uni-frankfurt.de](mailto:support.rmu-pe@uni-frankfurt.de)

In case of format, related questions please contact: [rmu-pe@uni-frankfurt.de](mailto:rmu-pe@uni-frankfurt.de)