

guide to online therapy

This short guide is designed to help make online therapy as simple and comfortable as possible. Please have a read through and put in place the tips which will help the sessions we have together run smoothly.

Zoom

I have found through experience that Zoom is the best online video meeting system to use. It is high quality and very secure.

It is free for you to use so that all you have to do is click on the link I will send to you before each session. You may have to download some software before using it for the first time so please arrive at your session 5 minutes early. Otherwise, just click on the link and have the Meeting ID and password to hand.

You will, initially, be placed in a waiting room until our session is due to start. I will receive a message that you are there and will 'let you in' to the session at our set time.

If there are any difficulties please let me know via the details below.

Before the session... Preparing for the best experience

1. Sit in a comfortable place where your head and shoulders are visible.
2. Face a window or light source so that you are not silhouetted.
3. Be seated rather than lying down.
4. Use a comfy chair rather than your bed and make sure that you will be able to sit comfortably with your eyes closed for when we possibly do work which requires this.
5. Make sure your device has a camera and mic which work. Connect your headphones if you prefer using them.
6. Access the call from a place where you can speak freely without being overheard.
7. Please ensure you will not be disturbed during the session (allow 60-90 minutes). This includes children or pets.
8. Turn other devices off or mute them so that you are not disturbed by calls or alerts.
9. Be aware of potential visitors or deliveries and perhaps leave a 'Do not Disturb' notice or similar.
10. Where possible, the use of a computer or laptop is preferable for our sessions rather than tablet or mobile phone. This allows me to be able to see you well. A phone or tablet should be used only as a last resort. Make sure your device is fully charged and have a charger close at hand just in case.
11. Use the best location for a strong internet signal on your device. I have a strong, fast broadband connection, but if yours is not that strong the call can be affected.
12. You might like to have a glass of water and tissues available for your comfort.

What to do if connection is lost during the session...

Sometimes a lost connection happens or the screen might freeze. In this case we need to understand, in advance, what we will do.

- 1.** If we are speaking and you have your eyes open and connection is lost we can communicate through the chat function.
- 2.** If this is not available or we lose connection completely, I will call you on the mobile number you will have given me on your intake sheet.
- 3.** Please ensure you have your phone to hand and that it is on, but muted.
- 4.** If we lose connection and you have your eyes closed, are in trance or we are in the middle of a technique, please note that you can simply open your eyes and follow the advice above.
- 5.** At no time can anyone become 'stuck' in trance so if after a couple of minutes of quiet from me you become aware that the connection may have dropped, you can open your eyes and begin by trying to reconnect to the zoom or, if this fails, wait for my call.
- 6.** We can always reconnect, work via another method such as WhatsApp or a simple phone call.

If any of these guidelines are unclear or difficult to put in place, please do get in touch with me and we can work together to make it easier. Feel free to either email, text or call via the contact details above.

