

e-therapy – Client Manual

Welcome to e-therapy! This user guide will take you through how to use the e-therapy system. In a few steps you will learn how to:

Access the website

Find therapists

Register

Book online therapy sessions

Use the chat interface

View available chat logs from sessions ... and more

Access the e-therapy website

www.e-therapy.com.au

The e-therapy website has general information for therapists and clients, a contact form and a FAQ (frequently asked questions) section. Navigate to different areas of the site by clicking on the links in the top menu bar:

Find a therapist

To search for a therapist on the main e-therapy site, simply click the Therapists tab in the top menu. The therapist page displays a list of therapists with a photo and short introduction. To read more about any therapist in the list – simply click their name or profile picture to visit their sub-domain, where you can register and book sessions with them. Each therapist using the e-therapy system has their own sub-domain enabling secure client login.

Select any therapist on the page(s), or if you already know the therapist you wish to view – enter their name in the search box at the top of the page and click Submit to save time.

When you click on a therapist you will be taken to their **sub-domain** within the e-therapy website, think of it as their personal practice or therapist room within a building housing several practices.

First you will arrive on the therapist's **About** page, which will tell you a little about them and maybe help you decide if they are what you are looking for and if you want to book a session. You can also contact the therapist directly on the **Contact** page, by typing your enquiry or comments in the form provided.

If you want to return to the **main e-therapy website** to search other therapists – click the **Home** tab in the menu bar.

How to Register

If you want to book a session you will need to register with the therapist first. You can book sessions with several therapists, though you will need to register with each therapist you want to book sessions with. Simply fill out the registration form, where you enter your contact details and choose a password for your secure login.

When on a therapist's sub-domain you will see a tab in the menu bar: **Clients**
Click the Clients tab & select **Register**:



Next – simply enter your details on the registration form:

1. Enter your **email** address – this will be your **username**. To complete your registration a user confirmation email will be sent to your email address.
2. Select a **password** & confirm by retyping it – you will use this whenever you login to book a session, complete questionnaires, or view history with your therapist – so make sure you keep your password in a safe place.
3. Enter your **personal information** in the fields provided.
4. Type the security code you see in the field provided.
5. Make sure you read and tick the box to accept the **Terms and conditions** at the bottom of the registration page.
6. Click the **Submit** button when you have entered all the required information.

Once your registration has been submitted and confirmed, you will receive an activation email with a link to login and activate your account.

Enter your **email address** and **password** in the login box on the right side of the screen.

When you login you will notice that the top menu has changed to include more functions:

The menu tabs in brief:

1. **Home** – this takes you to the home page on the main e-therapy site
2. **About** – this is where you find information about your therapist
3. **Profile** – this is where you edit your personal information

4. **Sessions** – view and book available sessions
5. **Logout** – click this tab to logout from the system
6. **Contact** – please feel free to use the form to contact your therapist.

When you login you arrive on the **Sessions** page, which allows you to quickly view available times and book a session with your therapist, but before we go through how to book sessions - we'll have a quick look at customizing your profile:

How to edit your profile

Click the **Profile** tab in the top menu bar and select the function you require from the dropdown menu:

- **Edit Profile** – edit your personal information
- **Change Password** – use this to change your password
- **Change Email** – use this to update your email address (confirm with password)

Edit Profile

This page contains your personal information, which you can easily update by typing over the text in the form fields.

If you make changes to your details make sure you click the submit button to save.

Use the change password or change email links to update or change your login information. You will need to confirm changes to email & password with your current password.

Note: If you have forgotten your password (prior to login) simply click the **Clients** tab & select **I Forgot My Password**:

Enter your email address and the security code you see on the screen. A password reset will be emailed to you enabling you to login.

How to book a session

Click the **Sessions** tab in the top menu bar. The calendar on the page gives you a quick overview, showing which days have available sessions. You can scroll forward (using the arrows at the top of the calendar) to a different day/week/month. If there are no available times (or none that suit you) you can click the link below the calendar (or in the top menu under the sessions tab) which allows you to request a session.

If you click to request a session – you will arrive on a page with a simple form where you enter your name and preferred session time. The session request will be sent to your

therapist where he or she can respond back to you directly.

Follow the steps below to book an available session time:

Available Sessions

Please select a suitable day for you to book. Days with available sessions are marked.



April, 2009						
Today						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Select date

1. Use the calendar to select the date you want to book the session – days with available sessions are shaded a darker grey.
2. View & select from available sessions on your chosen day.
3. Click the Book link next to the session you wish to book
4. If your therapist requires payment for the session, you will be forwarded to a secure payment gateway where you can make an online payment using your credit card.
5. You will receive a message on the screen confirming that your session has been booked and you will also be notified via email once the booking is finalised.
6. Make sure you are **logged in** at the time of your session

Questionnaires

Sometimes a therapist will require clients to complete a questionnaire before an online session. A questionnaire is a useful way for a therapist to gather relevant information about their client (you) prior to engaging in an online chat session. Your therapist may use a questionnaire to find out why you are seeking their help, other information, such as your medical history, previous experience with therapy etc. Having insight can assist the therapist in preparing your online chat session, which allows time to be spent more effectively in your session.

If your therapist requires you to complete a questionnaire, you will be prompted before the chat session takes place.

Confidentiality: A practitioner may not disclose information obtained in confidences from or about a client unless consent has been given. Client records are to be kept confidential at all times and access restricted to the practitioner or assistant, except:

(a) In an emergency or other urgent situation where the information may prevent possible injury to the client or other person;

(b) Where required to do so by the law.

How to access the chat interface

For any booked session, you will receive an email, which includes a link to your booked session. Make sure you are online a few minutes before your session is due to start.

Click the sessions tab in the menu bar & select my booked sessions:



When your booked session is due to start, you will see a chat icon next to the booked session. Click the chat icon to open the chat interface & start your session.

How the chat interface works

Once you click the chat icon (link), a chat window will open on your screen.

The larger box in the chat window is where you will be able to read comments posted by yourself and your therapist.

Typing and sending messages:

The typing area sits just below the chat window. Simply place your cursor in the typing area and type your first comment. You can type longer messages than fit in the typing area – the text will move along like a ticker-tape allowing you to see the last words you have typed. You can also click the available emoticons (cartoon faces) to insert them in your message.

To send a message: either click the **send** button or hit the **enter** key on your keyboard.

Reading messages:

Once your comment is sent your therapist will be able to read it in their identical chat window. The chat window uses a different colour for therapist and client comments (green and black), which makes it easy to see who has written what.

Any **system messages** are clearly visible in bold red.

When the chat window fills up with comments a **scrollbar** will appear, if you need to see earlier comments – simply **scroll** up the page.

New Skype feature

This new e-Therapy feature makes voice and/or video calls possible using Skype. If your therapist offers **Skype calls** with a session, you will see the Skype call button above the chat window.



To use voice / video call (*in addition to or instead of the chat window*):

Simply click the **Skype call** button, which will call your therapist using Skype.

Note: you must have Skype installed and running on your computer for this feature to work. You will also need a headset or microphone (for voice calls) and/or a webcam (for video calls). You can download the free version from here:

<http://www.skype.com/intl/en/get-skype/on-your-computer/windows/downloading/>

Additional features and functions:

The chat window is very easy to use; it is designed with security and user-friendliness in mind. Simply type your comments, read responses and type more comments. Both client and therapist have a 'count-down' clock at the bottom of the page, which lets both parties know how much time remains in the session.

If you need to take a break, don't worry – the session will remain active for the duration of the booked session. You can go away and come back, without losing the session.

Therapists also have the option to **extend** the session; if your time is almost up and you agree with your therapist to continue the chat session for a bit longer, a system message will let you know that your therapist has extended the session.

Once the session time is up – the session will end automatically.

Chat logs

When an online chat session has been completed, a chat log is saved to the system. If your therapist has made the log available to you – simply navigate to history from the sessions tab in the top menu:



Click the Log link next to the session to view the chat log. The log contains time and date information about the session & a full transcript of all comments posted during the session (use the scrollbar move up and down the transcript).

How to cancel a booking:

If you need to cancel a booking; simply login & navigate to your **my booked sessions** page. Select the session you need to decline and click the Cancel link.

My Booked Session

Date	Start	End	Status	Actions
09/04/2009	11:15:00	11:45:00	Pending	Cancel
09/04/2009	12:30:00	13:00:00	Booked	Cancel

A new page will open where you can leave a comment for your therapist explaining your reason for cancelling. Click the Submit button to cancel the booking.

More information

By now we've covered most of the things you need to know in order to register with therapists & book online session. This last section in the user guide covers a few general points:

1. Make sure you always **Logout** from the system before leaving your computer

2. When in an active chat session, ensure you have **privacy**, where no one else can view your screen.
3. If you need to update your details – go to your **Profile** page.
4. Remember – you need to be on your therapists sub-domain to login – you cannot login to your therapist account via the main site.
5. For general information you may find useful hints in the **FAQ** section
6. If you wish to contact your therapist, you can use the form on the **Contact** page (when you are logged into the therapist area). When you have logged out, the form will send a message to the site administrator.