

A Quick Guide To Online Sessions

I use **Zoom** for online sessions as this has proven to be the most reliable and is also GDPR compliant. Zoom is free and easy to use, there is no requirement to download any software or app to be able to access it, although you will be required to accept cookies.

When we book in a zoom session you'll receive an email or text with the scheduled meeting date, time and link to join the meeting. If you don't receive this ahead of our session please check your spam folder or let me know.

Please Make Sure You Are Able To:

- Find a safe, private and comfortable space - A relaxing chair is great but please make sure I can see your face.
- Use headphones if you can.
- If I don't already have it let me know your telephone number incase of any technical difficulties at my end.
- It is recommended that you click the link to join the meeting 5 to 10 minutes before the scheduled appointment time.
- You can call me on 07960 149455 if you are experiencing any connection difficulties.
- If you plan to use your smartphone to access the session, it can be useful to set your phone to "Do Not Disturb" for the duration of your session to limit pop up notifications and other calls from creating distraction.

Important notes:

It is your responsibility to ensure you are able to access the meeting at the scheduled time for your session. If you are experiencing difficulties you must notify me immediately on the number provided above. If after 15 minutes beyond the scheduled start time you have not

**Important notes
continued:**

arrived in the meeting and I have not received any contact from you, your session will be recorded as a “no show” and will be fully charged at the current rate as per the terms of the Therapy Agreement.

We will require at least 45 minutes for your session. Therefore if you are delayed beyond 15 minutes we will not have sufficient time to commit to a session and the appointment will need to be rebooked and you will be charged at the current full rate for the missed appointment.

Online sessions differ in that I can't see what's going on around you or help control your environment. It also means that I can't be there in person to sit with you if you become upset. Our sessions are generally positive and future focused but if you worry you might become upset please ensure you have tissues or someone close by for support after our session. Please also ensure that you feel wide awake and ready for the day before driving or operating machinery.

You'll find Zoom's "Getting Started" page here:

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>

If you'd like further information please don't hesitate to get in touch via telephone on 07960 149455 or email me at info@sarahwoodwardhypnotherapy.co.uk