



# ALEXANDRA HYPNOTHERAPY

TOGETHER WE CAN SET YOU FREE

## An easy set-up guide to online consultations and hypnotherapy sessions

Many thanks for choosing an online appointment.

This set up-guide will help you prepare for online consultations and hypnotherapy sessions which you can enjoy in the comfort of your home.

The appointments will work just like a face-to-face session, except we'll be working remotely via Zoom – a free secure online conferencing software.

To get the most out of your sessions, you will need to make sure you have access to the following:

### **What you will need**

- A quiet place where you won't be disturbed by anyone, including pets, for an hour.
- A comfortable chair (better still with a foot rest), a sofa or a bed.
- A smart phone / tablet or a laptop with the microphone and speakers enabled.
- Headphones (preferable but optional)
- A sturdy table or chair to rest your device on so you can see me and hear me, and I can see and hear you.
- Blu-tak or similar to affix the device in place (if necessary).

### **How to book your online appointment**

If you haven't already booked in, either in person with me or via my team, you'll find my booking page here: <https://10to8.com/book/alexandra-hypnotherapy.co.uk>

You can also access this page via my website: <https://alexandrahypnotherapy.co.uk>



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## Booking your Free Initial Consultation

If you are a new client, or have not seen me in the last six months and this is a new issue that we haven't discussed previously, then select **Free Initial Consultation (Online via Zoom)**

Select **See Details** to ensure it is suitable for you. Then select **See Times**. This will show the next available appointment times. Select a suitable time and fill in your details.

Once your appointment has been approved, you'll receive a text message and an email confirming your appointment. These are important. Do not delete them as they provide the link to access the Zoom session.

Click the link in the message and you'll have a link to Join Zoom Meeting.

If you are planning to use a Smartphone for our session, if you don't already have Zoom installed on your device, I advise you to click the link straight away. You will be prompted to download the free app from your relevant app store.

Familiarise yourself with a couple of the settings, including **Call via Voice Audio** and **Start Video**, which you will need to enable to see and hear me.

If you are planning to conduct your consultation session via a laptop, you'll need to test your microphone and picture settings following the prompts on Zoom.

When you have set Zoom up, you can exit the app until it is time for your appointment.

## Before your consultation

It is helpful to be ready and set-up for the consultation before it begins so we can maximise our time together to resolve your issues, rather than dealing with technology.

So allow yourself at least five minutes to be in a quiet place.

You can access our Zoom meeting by clicking the link in the original text message or email that confirmed your appointment

Zoom turned on and set up ready to go. You will also need to disable notifications on your phone which might distract you. An easy way to do this is to select options for **Do Not Disturb** mode.



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You will need a quiet place where you won't be disturbed but you don't need to be reclined or lying down as this session is essentially a good chat about your issues so I can find the best way to help.

This session will last up to an hour and is your chance to chat about exactly what you want and need so I can find the best way to help.

If you then decide to go ahead with a hypnotherapy session, I will send you an invoice via email to be paid on receipt to secure your next appointment.

## **Booking your Online Hypnotherapy Session**

If you are an existing client and you have previously had a free consultation, select this option: **Hypnotherapy Session (Online via Zoom)** to book your appointment online.

Select **See Times** to view current availability and choose an appointment time. Enter your details when prompted and select **Pay**. Input your payment card details to secure your booking.

Once your appointment has been approved, you'll receive a text message and an email confirming your appointment. These are important. Do not delete them as they provide the link to access the Zoom session.

Click the link in the message and you'll have a link to Join Zoom Meeting.

If you are planning to use a Smartphone for our session, if you don't already have Zoom installed on your device, I advise you to click the link straight away. You will be prompted to download the free app from your relevant app store.

Familiarise yourself with a couple of the settings, including **Call via Voice Audio** and **Start Video**, which you will need to enable to see and hear me.

If you are planning to attend your hypnotherapy session via a laptop, you'll need to test your microphone and picture settings following the prompts on Zoom.

When you have set Zoom up, you can exit the app until it is time for your appointment.

It will also be useful to at this point to decide where you will be comfortable and undisturbed for the duration of our session.



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I suggest you choose somewhere where the lighting can be quite low (but not dark! – I need to be able to see you). My clients use a reclining armchair in my office which elevates their feet – but a comfy chair, sofa or bed will work fine.

It will be helpful to trial the positioning of your device in a place where you'll be able to see and hear me, and where I can see and hear you. Ensure, if you are using headphones, that any headphone cable can reach comfortably from the device to your head. This is where the blu-tak comes in handy as, once in place, you can affix it to the device and its supporting surface make sure that your device stays in place.

Also check your device to make sure notifications and alerts which might sound or vibrate are switched off. If you have a **Do Not Disturb** setting, this will be useful.

## **Before your session**

Please make sure that you are ready to go and the device is switched on and in place to coincide with the start time of our session. This is to maximise our time together.

Please make every effort to attend your session on time as I work to a strict schedule. If you arrive late online, I cannot run over into the following hour to make it up as it will impact on the start time of the next client.

## **At the end of the session**

If we arrange a follow-up session, we will usually arrange that while we are still in the conference online. Once we have agreed on a suitable appointment time, I will send you through an invoice to be paid on receipt for your next session.

Don't forget to return your device notification settings back to normal!

## **Cancelling appointments**

If you wish to cancel your appointment, you must give at least 24 hours notice prior to your session to receive a refund. No refunds or partial refunds will be given for any appointment cancelled with less than 24 hours notice or for non-attendance.



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## Further information

If you need more help with arranging your online appointment, email me at [info@alexandrahypnotherapy.co.uk](mailto:info@alexandrahypnotherapy.co.uk)

I look forward to seeing you online soon!

Best wishes,

Alex