

## Client guide to scheduling appointments

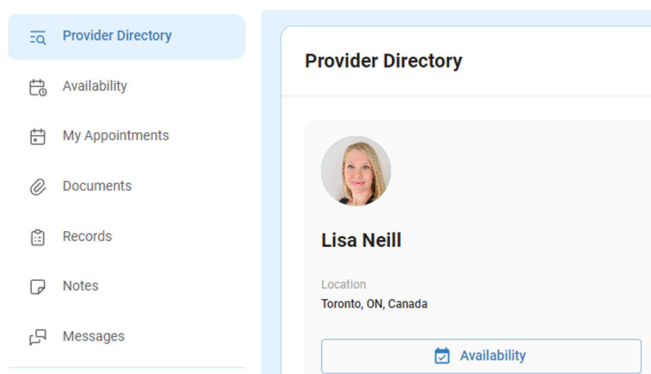
We are so happy that you have decided to take this important step towards taking care of you.

This guide is to walk you through scheduling appointments in our secure system. You will need to have a complete and active account set up to schedule appointments. Please see our [“New Client Registration Guide”](#) on the [login-register page of our website](#) if you need an account.

1. Log into [your secure Noustalk account](#) – using the email address you entered when you set up your account.

Click on ‘provider directory’ on the left side of the screen. Then click “availability” under your therapist’s name.

*If your therapist is not shown under your ‘Provider Directory’ contact us at [info@seredapsychotherapy.ca](mailto:info@seredapsychotherapy.ca)*



## 2. Select your session type (virtual or phone)

Select “for which service?”

The screenshot shows a web interface for booking an appointment. On the left is a navigation menu with items like 'Provider Directory', 'Availability', 'My Appointments', 'Documents', 'Records', 'Notes', 'Messages', 'Notifications', and 'Resources'. The main content area is divided into three columns. The first column, 'Select Your Session Type', has radio buttons for 'Virtual' and 'Phone'. The second column, 'Select Date & Time', shows a calendar for January 2024 with the 20th selected. The third column, 'For Which Service?', has radio buttons for 'Individual Psychotherapy [\$140.00 / 50 minutes]' and 'Couples Psychotherapy [\$160.00 / 50 minutes]'. Below this is a 'Time Slots Available' section with the text 'Please select your session type' and a 'Request Appointment' button. Red circles highlight the 'Virtual' and 'Phone' options, and the 'Individual Psychotherapy' and 'Couples Psychotherapy' options.

## 3. Select your preferred day on the calendar.

If there are no sessions available for that day – it will say so on the right hand side. Notice under the calendar it will indicate your therapist’s next available session (service you chose)

This screenshot shows the same interface as the previous one, but with the 'Virtual' option selected. The calendar for January 2024 is shown, with the 20th selected. The 'Time Slots Available' section now displays 'No time slots available for this day' and a blue 'Request Appointment' button. Below the calendar, it says 'Next available time slot is January 21st 2024 at 01:00 PM'. Red circles highlight the calendar and the 'Request Appointment' button.

## 4. When you select a date with available sessions, the times available will be listed on the right hand side.

**\*Note the time zone the appointments are listed for MAY NOT be the time zone you are in**

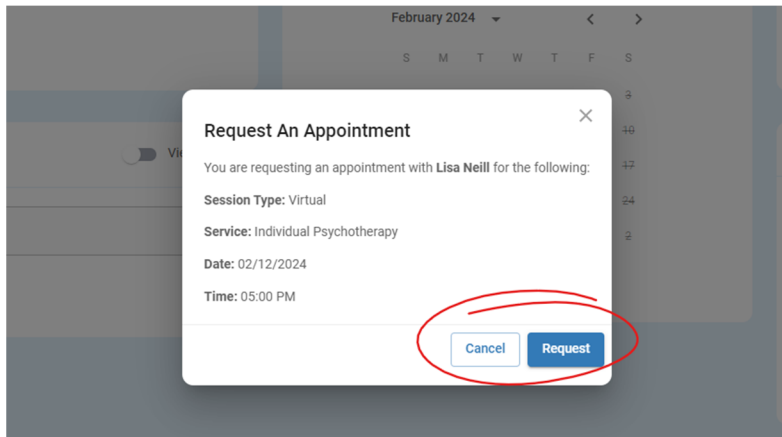
Select the time that works best for you and click “request appointment”

This screenshot shows the interface with the calendar for February 2024. The 12th is selected. The 'Time Slots Available' section now shows two time slots: '05:00 PM' and '07:00 PM'. Below the slots is a yellow note: 'All times shown in Canada Eastern Timezone'. A blue 'Request Appointment' button is at the bottom. A red circle highlights the time slots and the note.

5. A pop-up confirmation will appear.

Select “request” to hold that appointment time. Your therapist will confirm your appointment – or reach out to you directly if alternatives options need to be explored.

Select ‘cancel’ if you need to find a different day and time.



**Any difficulties or questions?**

Contact us at [info@seredapsychotherapy.ca](mailto:info@seredapsychotherapy.ca)