

Thank you for your interest in meeting with me. I look forward to working with you on your wellness journey.

Joy Sereda Clinical Counselling and Psychotherapy has partnered with NousTalk, a leading Canadian owned and operated online video platform, that has been specifically built to provide you with a safe and secure online counselling experience.

Please use this link to create your account on my platform: <https://joysereda.noustalk.com/register/client>

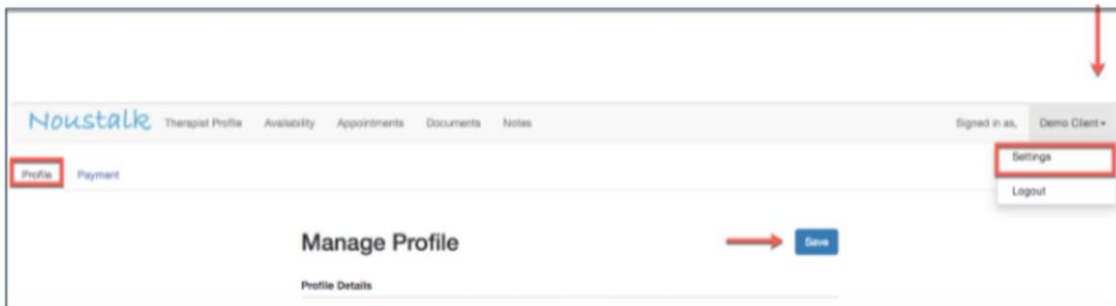
Please ensure that you select “Rachel Malcolm” under the ‘Select your Therapist’ drop down section.

During the registration process, you will be asked to digitally sign the Informed Consent by signing the appropriate blue box at the bottom of the form. You will receive an email from NousTalk asking you to confirm your email address. Please watch for it in your inbox.

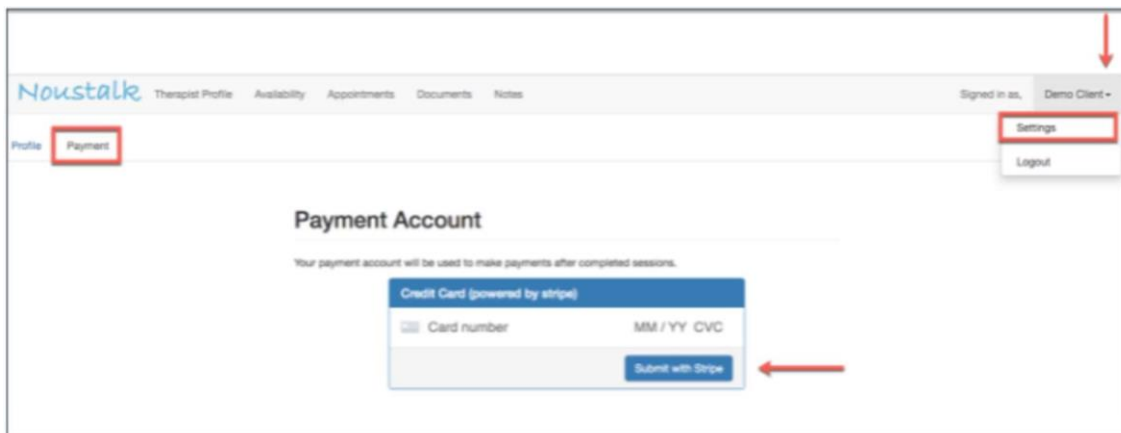
When you have completed your registration, please bookmark the login page for easy access:

<https://joysereda.noustalk.com/login>

Once you have created a password and verified your email address please login to your new account and navigate to your personal account settings. I am required to have your Emergency Contact information on file before we meet. You can access this form by using the dropdown arrow beside your name located on the right-hand side of the menu bar. Please select ‘Save’ before leaving the page.

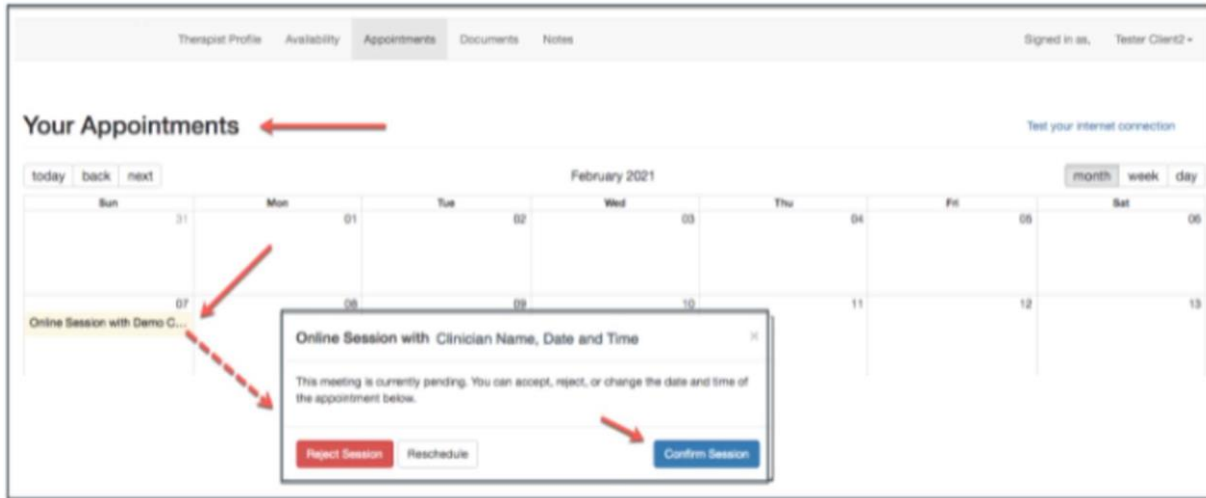


We offer the ability to pay for your session by secure credit card transaction utilizing the online payment platform, Stripe. Payment processing is completely integrated into the Noustalk system, and neither I nor my supervisor, Joy Sereda, will have access to your payment information. Credit card details are stored anonymized using banking level encryption, only the last 4 digits are visible to you – and to you only.



Once your account is created, we can schedule our first appointment.

You will then receive an email from the NousTalk server with includes the encrypted link to join me at our agreed upon time. You will need to confirm the appointment before you can attend the session. You can do this directly from the email by clicking the appropriate link, or from your personal appointment calendar, by clicking the session identifier shown in yellow and selecting 'Confirm'.



Once you have confirmed your appointment the indicator will turn from yellow to dark blue.

At our appointment time, you should login to your account, navigate to your Appointments tab and begin the session by clicking the link found on your Appointment calendar. If you haven't confirmed your appointment, you will be prompted to do so before our session will start.

I look forward to working with you, and meeting you soon.

Rachel
rachel@joysereda.ca