

## How to Register as a Counsellor?

Counsellor we use a generic term for ease of use on the platform. You may be a psychiatrist, psychologist (clinical / counselling) or other professionals that help in the overall well being of a client's mental health.

Here are the steps to register on Mind Space.

1. Visit <https://www.mindspace.club/counsellor> and click on Register link
2. On the next page please fill up the details and upload your photograph.
  - a. Please use a SQUARE photograph of upto 200kb (JPEG/JPG/PNG).
  - b. If you are a clinical or counselling psychologist, just chose Psychologist as option on this page.
  - c. Press Continue
3. On next page fill up your experience years and select the specialities you will consult for and press Continue
4. On next page you need to provide your relevant:
  - a. education details,
  - b. your fees (we take 20% commission on this).
  - c. If you are a Psychologist and have an RCI number please submit that , otherwise you can select NO and upload your relevant degree and other documents for us to verify. You can also mail the documents to [admin@mindspace.club](mailto:admin@mindspace.club)
  - d. Press Continue
5. On next page:
  - a. Your city / location
  - b. Enter something interesting about your profile that makes you stand out, your experience any specialities you want to call out etc
  - c. Submit the details

Post this please send us an email to [admin@mindspace.club](mailto:admin@mindspace.club) to confirm you have submitted the details. Our team will review the profiles and documents and activate the profile or reach out to you for further details.

We do not allow sharing your personal connect details in any form with clients - phone, email, website, brand, location etc. Any such instance will lead to disbarring from the platform and withholding of any payments past / future due to you.

Explore the dashboard and if you have any questions let me know please

## System Readiness Check

Login to your dashboard at <https://mindspace.club/counsellor>

Once you come to the dashboard at bottom you will see **System Checkup**.

Click on this and check that on the browser you are able to see your video and your voice (by recording it). If you face any problem please ensure you work and enable audio and video on your machine for the sessions. If any issue you face please reach out to us.

## Managing your Profile and Sessions

Login to your dashboard at <https://mindspace.club/counsellor>

Once you come to the dashboard:

1. To update your profile please see **Edit** option on the top left of screen
2. To view your profile as its seen by clients you will find link at top center (**Profile**) at center of page
3. Click on **Manage Paid Sessions Schedule** and add your available schedule from Monday to Sunday. Every schedule is of upto 50 mins for counselling services. You just need to select the weekday and the start time. Adding more sessions help clients to book sessions with you.
4. On top of page you will see 2 options:
  - a. **Pause paid booking**: when you are on break and dont want new session booking please use this option and when you come back, click to UnPause.
  - b. **Start LIVE CALL** - when you enable this you are activated on side to access real time sessions. So use this option when you can and pause it when you are off the day.
5. You can access all the upcoming bookings from **Upcoming Appointments** section
6. If a client wants to reschedule any session the requests show up under **Appointment Reschedule Requests**. Please accept / reject the same and clients can do that as well when you raise the request.
7. Once the session is concluded you need to submit the session notes. On the dashboard click on **Past Sessions** and click Add Notes against the session row. Whatever you write goes to the client directly so be watchful of what you write. Add Tasks on same page if you can that helps the client come back on platform and finish tasks.

Once a session is booked you get an email and a whatsapp (sometimes does not reach) so keep a watch out for the same. The message will have a link where you can join the session at a given date and time.

## **Webinars and Community**

Login to your dashboard at <https://mindspace.club/counsellor>

Once you come to the dashboard:

1. Click on **Manage Webinars**. You can take free webinars on Mind Space. We promote this on various social networks to increase your profile and brand. Set any webinar at least 15 days in advance to gather registrations.
2. Click on **Answer Questions** to answer any questions posted by users on our free community.

Both of these activities help increase your presence on the platform.

## **Client Management & Messaging**

Login to your dashboard at <https://mindspace.club/counsellor>

Once you come to the dashboard:

1. Click on **Manage Clients**. Once you have done a session you will get many options on this page:
  - a. Send messages to clients,
  - b. add sessions for them if they have taken packages etc.

## **Payment and Reports**

On the dashboard:

1. Please add your bank details from the tab **Manage Bank Details** at the bottom of the page. We pay once a month in first week of next month to this bank details so please ensure its correct.
2. **Financial Summary** tab shows you the payment due in any month.

## **Running your Own Practice on Mind Space**

If you feel the above services you also want to use for your own clients you can. Use Manage Clients option and from bottom **Add New Client Booking**, you can add sessions for your own clients as well.