

Acuity Scheduling instructions for clients

1. Therapist Team

- a. Go to the **Team** page
- b. Review the therapists
 - i. Note the 'Appointment Types' they offer (e.g. LCC or Hypnotherapy)

2. Book and Pay

- a. Return to the Bookings page using the 'Book and Pay' button at the top of every page or at the bottom of your counsellor's bio.
- b. Refer to the large blue ONLINE BOOKING and PAYMENT box
- c. Choose Appointment
 - i. Repeat clients – LOGIN with your details
 - ii. New clients – Please register to save time on the next visit

3. Redeem Package

- a. If you have purchased a package of multiple sessions, click Redeem Package and enter your email or package code. You will be able to see your remaining sessions and or bookings and to book your next appointment.

4. Choose a Category - Details the Appointment Types

- a. Select Appointment Type
- b. Select your therapist
- c. Packages - when you book and pay for a package you will be given a code to redeem the package.

5. Appointment Time

- a. Select an available date from calendar
- b. Select a time from the dropdown menu
 - i. **Continue** takes you to the personal details & payment page
 - ii. **Add a time** enables you to book more time - this is not activated on our system
 - iii. **Recurring...** allows you to book multiple appointments (up to a max of 45 days ahead) After selection, you will see a list of your sessions – the ones in red are rejected - too far ahead, Counsellor not available, room booked etc.

6. Personal Details

a. Returning Clients

- i. If you haven't already, please login - top right corner

b. New clients

- i. Input your details - these can be saved for quick login next time

7. Intake Form

a. Age over 18 years:

- i. Tick the box to confirm age
- ii. FIRST time only - fill in the Intake Form
- iii. Tick the box to confirm accurate completion now or previously

b. Age less than 18 years:

- i. Download the Minor Intake form - complete and return to: office@amindset.hk
- ii. Tick the box to confirm
- iii. Below the online Intake Form, tick the box to confirm completion

8. Terms & Conditions

- a. Click the link for the T&Cs if you have not already read them - tick the box to agree

9. Payment

- a. Choose the method of payment: Stripe (top 'Pay Now' box and handy for Credit Card safe storage) or Paypal below. Both accept credit cards without membership
 - i. All appointments must be paid for before the booking is accepted

10. Payment Confirmation

- a. An email will be sent immediately with details and link buttons for changes, cancellations, or rescheduling. Should the counsellor have booked the appointment for you, click the first blue button on the Confirmation Email (it may or may not say payment on it) to take you to the payment, admin, and acceptance of terms area. Here you can pay for the appointment before the session.

11. Client/Therapist Liaison

- a. Although the system will allow you to 'cold' book a counsellor or therapist for a first appointment, it is probably more sensible to contact AM first through the [contacts](#) page. We can help you to choose your therapist and put you in touch to discuss your needs and convenient appointment times.

12. Mobile App

- a. Get the Acuity Scheduler mobile app for easy booking and checking your appointments. Use the Bar Code on the [bookings page](#) with your mobile's camera to automatically enter Amindset's details to your app.

13. Help and Tutorials

- a. Acuity has excellent help and tutorials on their [website](#), but if you get into difficulty: WhatsApp AMINDSET on 9496 9014