



Instructions for Using Psychcare 24/7 Web Interface and Mobile App

Steps for registration and creating a counselling session

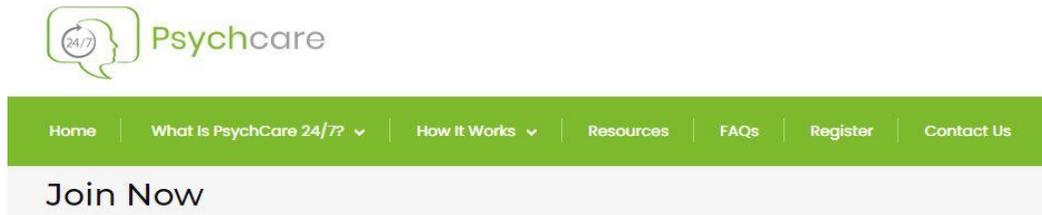
1. Navigate to psychcare247.com.au on a web browser
2. Click on the **REGISTER** tab in the top menu



PsychCare 24/7 has worked for the past 10 years to improve and enhance the quality of life of all its clients, whether through its services to companies or individuals ...We provide a range of services specifically tailored to our clients' needs, and use the latest technologies to ensure that our interactions are simple to arrange and as convenient as possible to our clients, wherever they may be.



3. Enter in the required information, including the requested medical information at the bottom of the page. N.B. if the client indicates that they have been diagnosed with severe mental health or personality disorders, or are at risk of immediate harm, the registration process will cease, and they will be advised to contact their local emergency department or police.
4. If registering as an employee of a company, click the **REGISTER AS** tab and from the drop-down menu select **Individual within a Company**. You will also need to enter your company code. You will then have credits assigned to your account and be able to book sessions.



Before using Psychcare 24/7 services you are required to register for an account. To register, simply fill in the fields below.

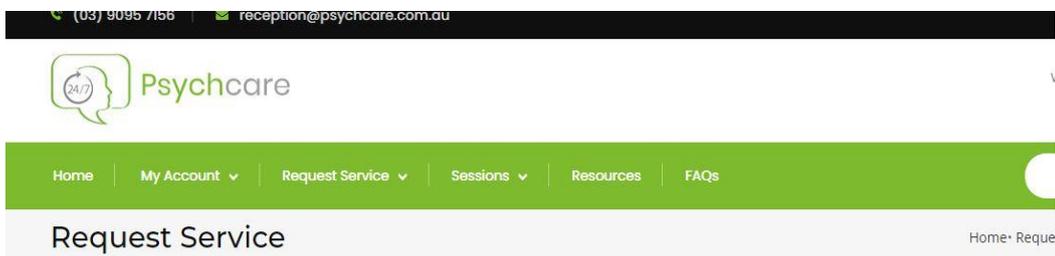
All data provided by you is stored in accordance with our privacy and confidentiality policy.

A screenshot of the registration form. At the top, there is a dropdown menu labeled 'Register As' with 'Individual within a Company' selected. Below this is a section titled 'Personal Information' with a green underline. Under 'Personal Information', there are two rows of input fields. The first row has 'Company Code' and 'Branch/Location'. The second row has 'First Name' and 'Last Name'. Two black arrows point to the 'Individual within a Company' dropdown and the 'Company Code' input field.

5. Once registered, the client will receive a confirmation email. The client can then login to the site and request a service. To do this, click the **REQUEST A SERVICE** tab from the top menu and then click the **ADD REQUEST** tab from the drop-down menu.



- From the following menu, choose the method of delivery (note. Most sessions will use the video option). Then confirm requested time and date and click submit.



Please Choose The Level Of Assistance You Require

(Choose Service Type)

- (Choose Service Type)
- Email
- Phone
- Text Chat
- Face to Face
- Audio
- Video

To

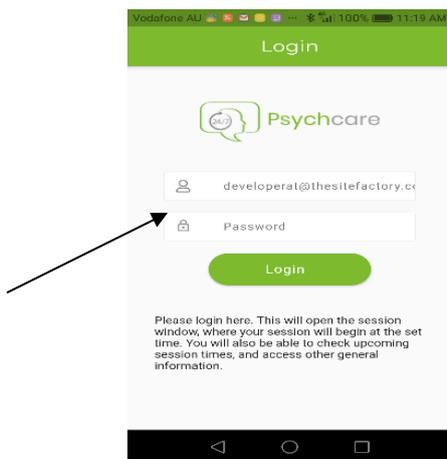
Submit

- Please wait for email or text confirmation from counsellor. Once confirmed, the session will then take place through the mobile app.

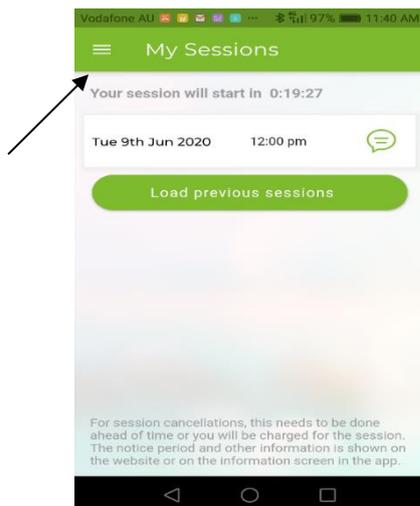
Using the Mobile App

- To download the App, please visit the Google Play store, or visit <https://play.google.com/store/apps/details?id=com.silvertreesnet.p247>

2. Once downloaded, login using your registered email and password



3. When you have reached the home screen, click the 3 lines in the top left of the screen, and click **MY SESSIONS** from the drop-down menu.



4. To enter the session at the scheduled time, click on the icon with the date and time and proceed to chat.

For troubleshooting, please contact ryan.buesnel@traumacentre.com.au or phone (03) 9095 7156