

**These instructions starting on the following page will explain how to:**

- 1) Self-Schedule a new appointment using my self-scheduler**
- 2) Cancel and reschedule an existing appointment**
- 3) Change your portal password if you forgot it**

We can still continue to schedule follow-up appointments together when we meet.

Benefits of self-scheduling:

- Lets you see all of my current appointment availability
- Eliminates back and forth communication trying to find a time that works for both of us.

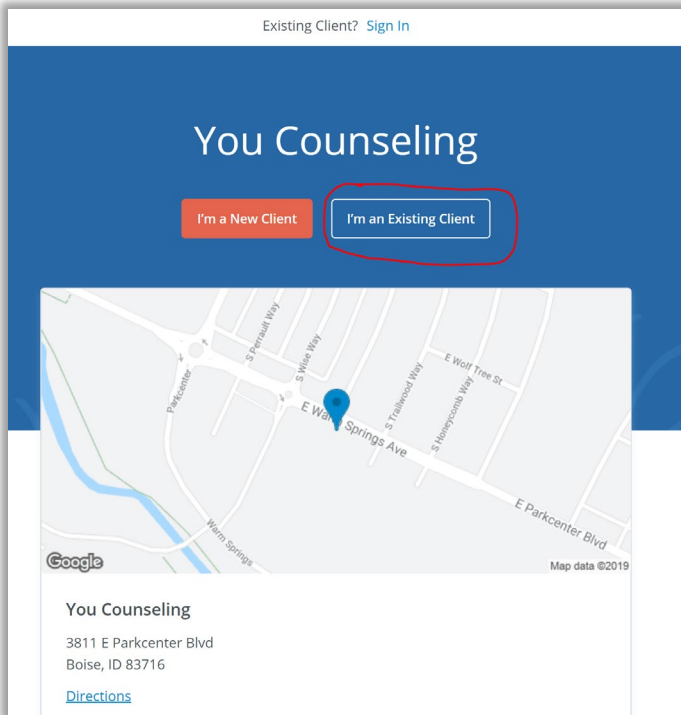
**Important note about cancellations:**

\*If you cancel an appointment *without* rescheduling for that same week, please also send me a quick email or text indicating the reason for the cancellation. It will be very helpful for me to know if the reason is logistical (unexpected schedule conflict, sickness) or if there is a concern related to therapy, our work together, etc.

Due to my cancellation policy of giving 24 hours' notice, you won't be able to cancel an appointment within 24 hours before a session using self-scheduling. If you try to do so, the system will direct you to contact me directly.

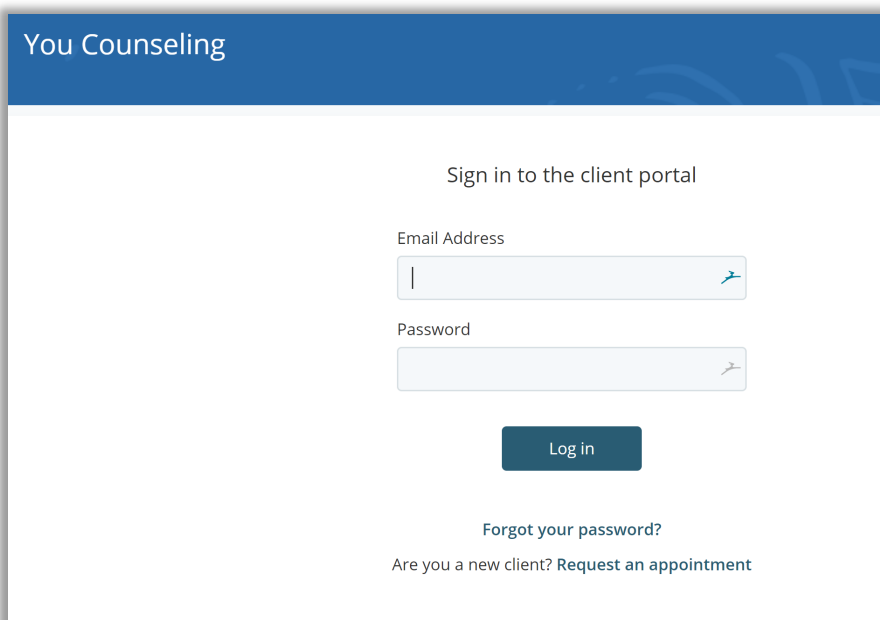
Go to your portal using the Portal Link: <https://youcounseling.clientsecure.me>

Click “I’m an Existing Client.”



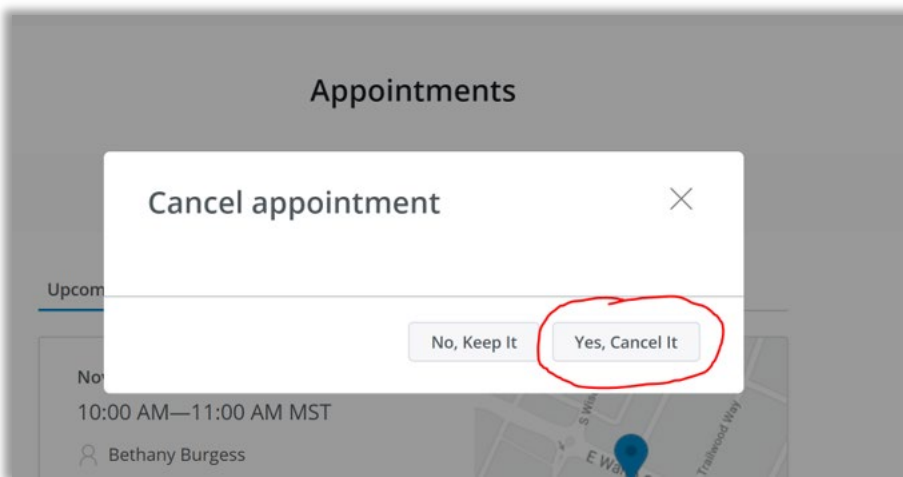
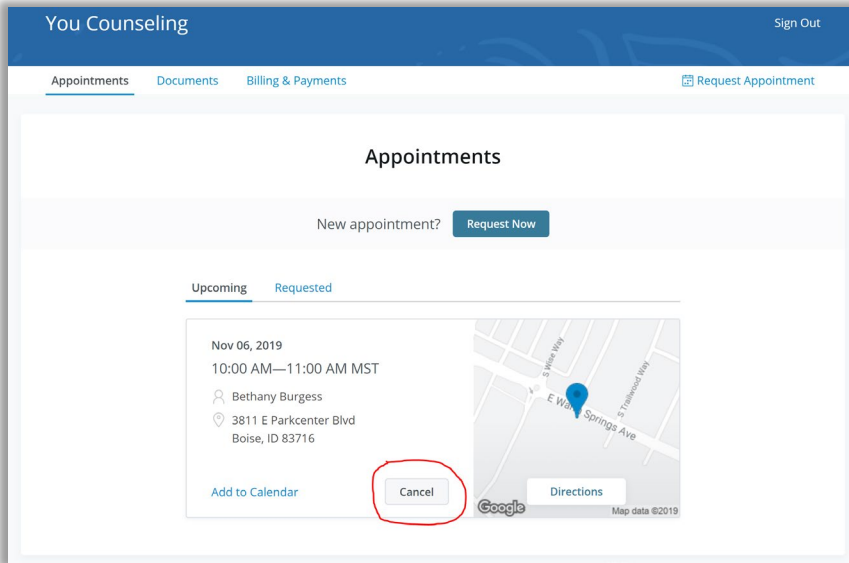
To log in, you will need to use the same email and password you used to initially sign the intake documents when we first starting working together.

If you forgot your password, please click “Forgot your Password?” or see directions at the end of this document.

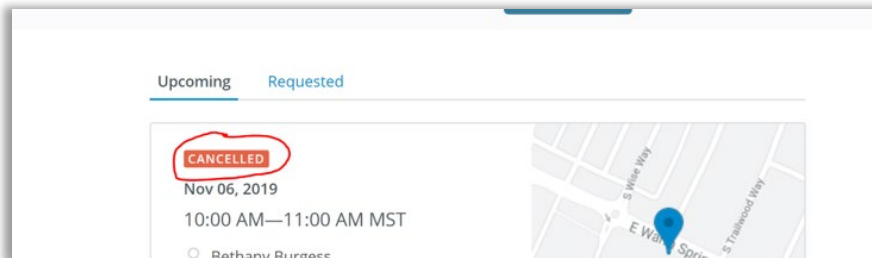


When you log in, you will be on the Appointments page.

To Cancel an appointment, click on the “Cancel” at the bottom of the page, and confirm by clicking “Yes, Cancel it”:



You will see an orange box appear above the appointment information indicating that appointment status has been changed to “Canceled.”



\*\*\*If you cancel an appointment *without* rescheduling for that same week, please also send me a quick email or text indicating the reason for the cancellation. It will be very helpful for me to know if the reason is logistical (unexpected schedule conflict, sickness) or if there is a concern related to therapy, our work together, etc.

If you try to cancel an appointment within 24 hours of a session, there will be no “Cancel” button due to my 24-hour cancellation policy. It will direct you to call me to cancel.

The screenshot shows the 'You Counseling' website interface. At the top, there is a blue header with 'You Counseling' on the left and 'Sign Out' on the right. Below the header is a navigation bar with 'Appointments', 'Documents', and 'Billing & Payments' as links, and a 'Request Appointment' button on the right. The main content area is titled 'Appointments' and features a 'New appointment?' section with a 'Request Now' button. Below this, there are two tabs: 'Upcoming' (selected) and 'Requested'. The 'Upcoming' tab displays an appointment card for 'Nov 05, 2019' from '10:00 AM—11:00 AM MST' with 'Bethany Burgess' as the provider. The address is '3811 E Parkcenter Blvd, Boise, ID 83716'. The card includes an 'Add to Calendar' link, a 'Call to Cancel (208) 867-1502' button (circled in red), and a map showing the location. The map includes labels for 'S Wise Way', 'E Wall Springs Ave', and 'S Trailwood Way', along with a 'Directions' button and 'Map data ©2019'.

To Request a new appointment:

The screenshot shows the 'You Counseling' website interface. At the top, there is a blue header with 'You Counseling' on the left and 'Sign Out' on the right. Below the header is a navigation bar with 'Appointments', 'Documents', and 'Billing & Payments' as links, and a 'Request Appointment' button on the right. The main content area is titled 'Appointments' and features a 'New appointment?' section with a 'Request Now' button (circled in red). Below this, there are two tabs: 'Upcoming' (selected) and 'Requested'. The 'Upcoming' tab displays an appointment card for 'Nov 06, 2019' from '10:00 AM—11:00 AM MST' with 'Bethany Burgess' as the provider. The address is '3811 E Parkcenter Blvd, Boise, ID 83716'. The card includes a 'CANCELLED' status indicator, a map showing the location, and 'Map data ©2019'.

You will be directed to Select Service. Select "Psychotherapy, 60 min."

**Request an appointment**

1 Select Service

2 Select Location

3 Select Date & Time

Psychotherapy, 60 min  
1 hour

Select

Then Select Location (there's only one):

**Request an appointment**

✓ Service  
Psychotherapy, 60 min  
1 hour

2 Select Location

3 Select Date & Time

**You Counseling**  
3811 E Parkcenter Blvd  
Boise, ID 83716  
(208) 867-1502

Select

Then select Date and Time. When you select a date on the calendar, all available appointments will appear on the right. Click on the time you would like to select.

**You Counseling** Sign Out

Appointments Documents Billing & Payments Request Appointment

**Request an appointment**

✓ Service  
Psychotherapy, 60 min  
1 hour

✓ Location  
You Counseling  
3811 E Parkcenter Blvd  
Boise, ID 83716  
(208) 867-1502

3 Select Date & Time

November 2019

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	☆ Today	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Availability on Thu, Nov 14, 2019  
Viewing in MST [Change](#)

Morning	Afternoon	Evening
--	1:00 PM	--
--	3:00 PM	--

Show availability for:

- Mornings Before 12pm
- Afternoons 12pm - 4pm
- Evenings After 4pm

When you select a time, you will be directed to a page that says “We will send you a confirmation after your appointment has been confirmed.” I will receive your appointment request and when I approve it, you will be notified via email.

The screenshot shows the 'You Counseling' website interface. At the top, there is a blue navigation bar with 'You Counseling' on the left and 'Sign Out' on the right. Below the navigation bar, there are links for 'Appointments', 'Documents', and 'Billing & Payments', and a 'Request Appointment' button. The main content area features a large heading 'Thank you, Minnie!' and a red circle around the text 'We will send you a confirmation after your appointment has been confirmed.' Below this, there are three columns of information: 'When' (Thu, Nov 14, 2019, 1:00 PM - 2:00 PM MST), 'Where' (You Counseling, 3811 E Parkcenter Blvd, Boise, ID 83716, (208) 867-1502), and 'Add to Calendar' (with buttons for Google, Apple, and Outlook). There is also a 'Cancel Appointment' button at the bottom right. A map shows the location of the appointment at 3811 E Parkcenter Blvd.

If you would like to see you requested appointment, you can click on “Appointments” on the top navigation bar. Then click “Requested” from the navigation bar in the middle of the page. It will show your appointment is pending my confirmation.

The screenshot shows the 'You Counseling' website interface. At the top, there is a blue navigation bar with 'You Counseling' on the left and 'Sign Out' on the right. Below the navigation bar, there are links for 'Appointments', 'Documents', and 'Billing & Payments', and a 'Request Appointment' button. The main content area features a heading 'Appointments' and a 'Request Now' button. Below this, there are two tabs: 'Upcoming' and 'Requested'. The 'Requested' tab is selected, and a yellow banner indicates 'Requested appointments are still pending approval'. Below the banner, there is a 'PENDING' appointment card for Nov 14, 2019, 1:00 PM - 2:00 PM MST, with the provider Bethany Burgess and the location 3811 E Parkcenter Blvd, Boise, ID 83716. There are 'Add to Calendar' and 'Cancel' buttons for this appointment. A map shows the location of the appointment at 3811 E Parkcenter Blvd.

Once I approve/confirm, your appointment will appear under the “Upcoming” tab.

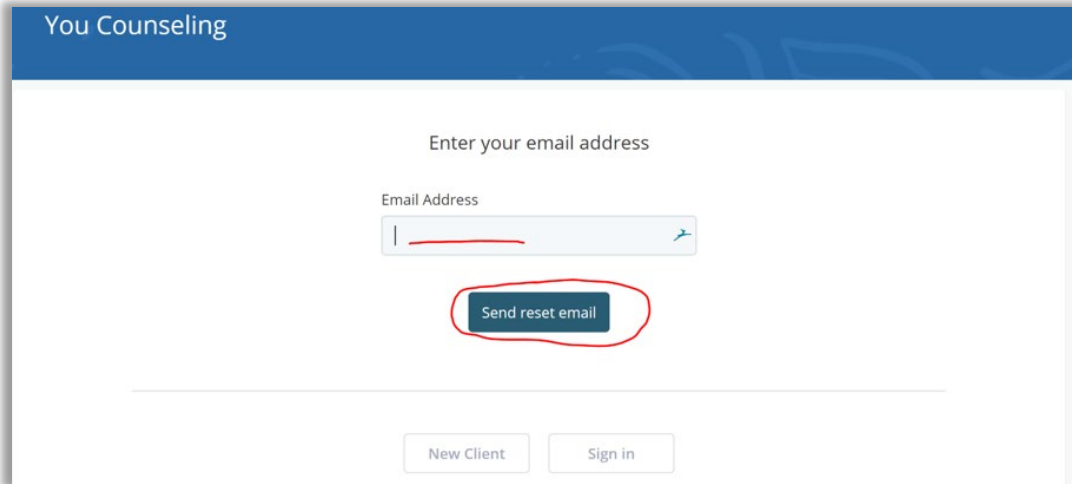
The screenshot shows the 'You Counseling' interface. At the top, there's a blue header with 'You Counseling' and 'Sign Out'. Below it are navigation tabs: 'Appointments', 'Documents', and 'Billing & Payments'. A 'Request Appointment' button is in the top right. The main heading is 'Appointments'. Below this, it says 'New appointment?' with a 'Request Now' button. There are two tabs: 'Upcoming' (circled in red) and 'Requested'. The 'Upcoming' tab displays an appointment card for 'Nov 14, 2019' from '1:00 PM—2:00 PM MST' with 'Bethany Burgess' at '3811 E Parkcenter Blvd, Boise, ID 83716'. The card includes 'Add to Calendar', 'Cancel', and 'Directions' buttons. A map shows the location at the intersection of E Way and S Trailwood Way. The Google logo and 'Map data ©2019' are at the bottom of the map.

### Forgotten Password Reset Instructions

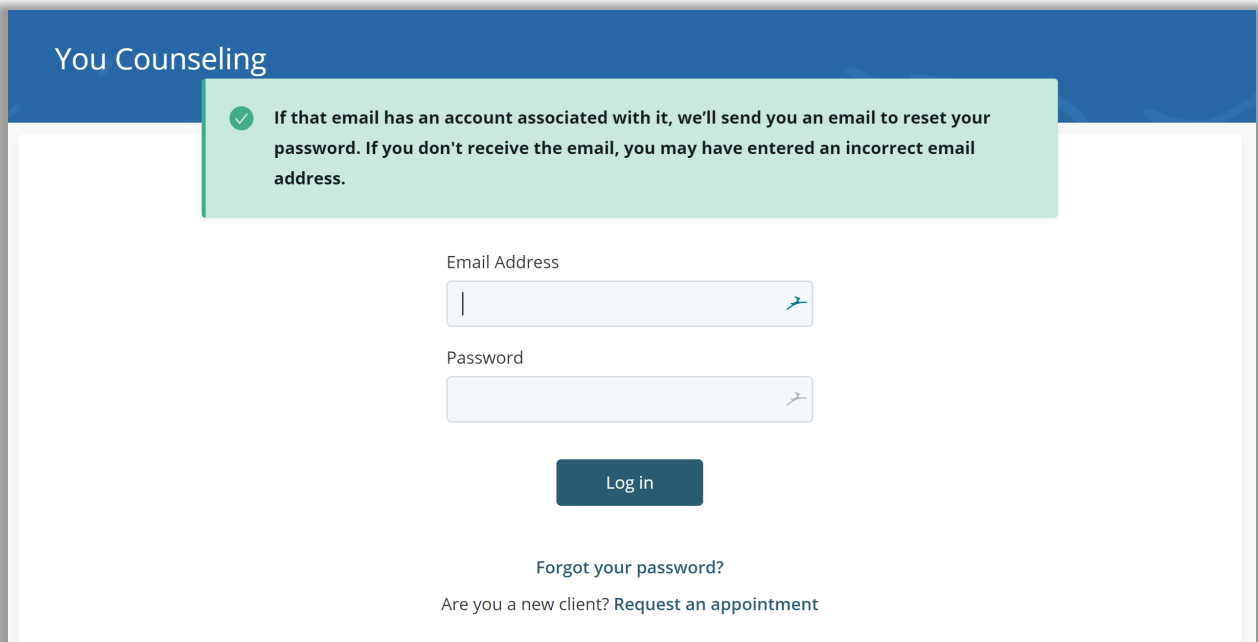
If you forgot your password when trying to sign in to your portal, click on “Forgot your Password?”

The screenshot shows the 'You Counseling' sign-in page. The header has 'You Counseling'. The main heading is 'Sign in to the client portal'. There are two input fields: 'Email Address' and 'Password', each with a search icon on the right. Below the fields is a 'Log in' button. At the bottom, there is a link 'Forgot your password?' which is circled in red. Below that link is the text 'Are you a new client? Request an appointment'.

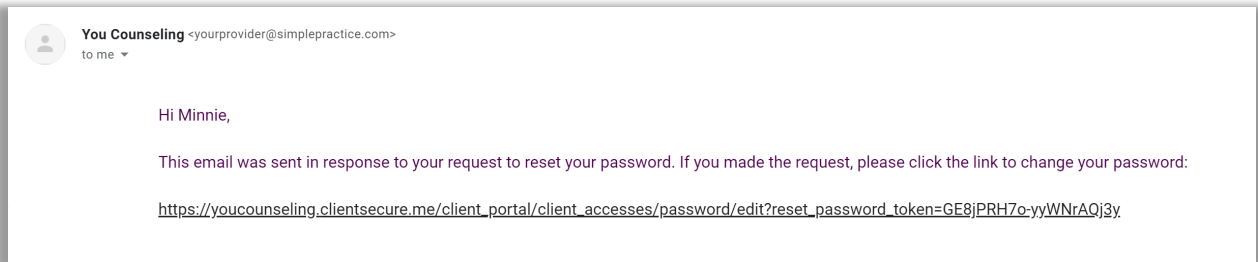
Enter your email address and click “Send reset email” button.



You will see a green box appear directing you to go to log in to your email account to reset your password.



You will receive an email with a link to click to reset your password.



When you click on the link, it will direct you to reset your password.



Change your password

New password

Confirm new password

Change my password

That should do it!