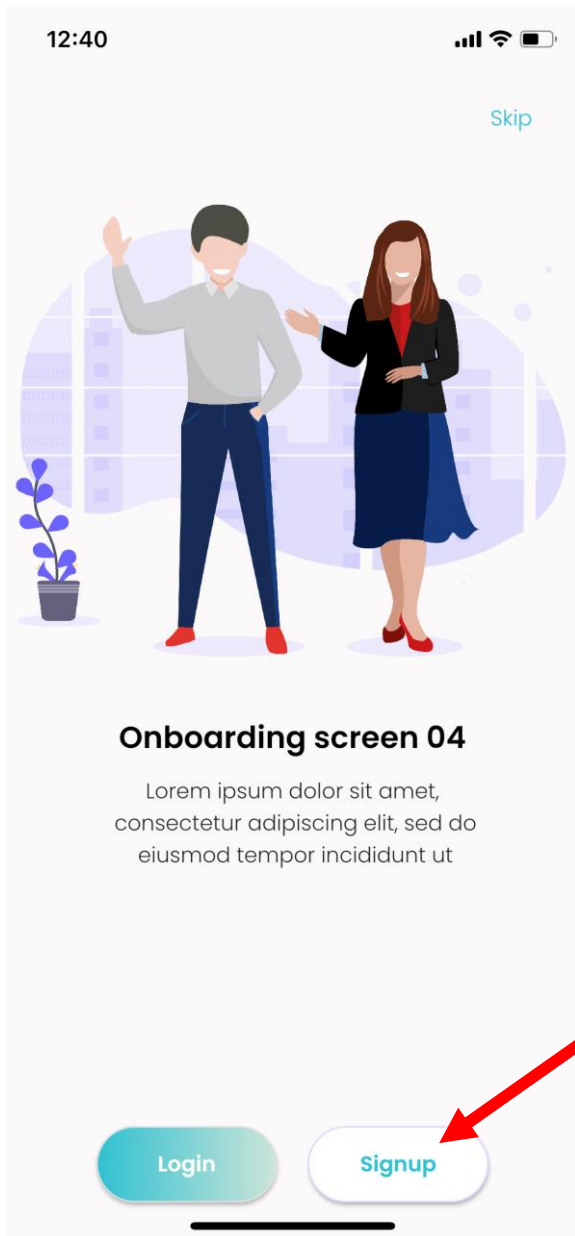
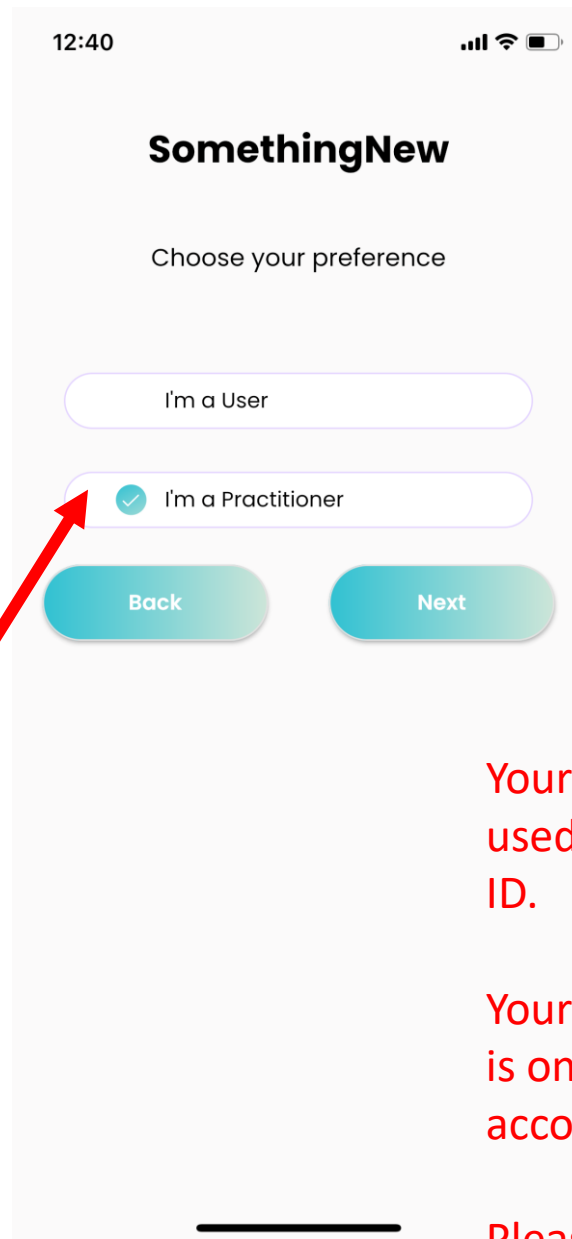


Instructions on how to operate
SomethingNew
For Practitioners



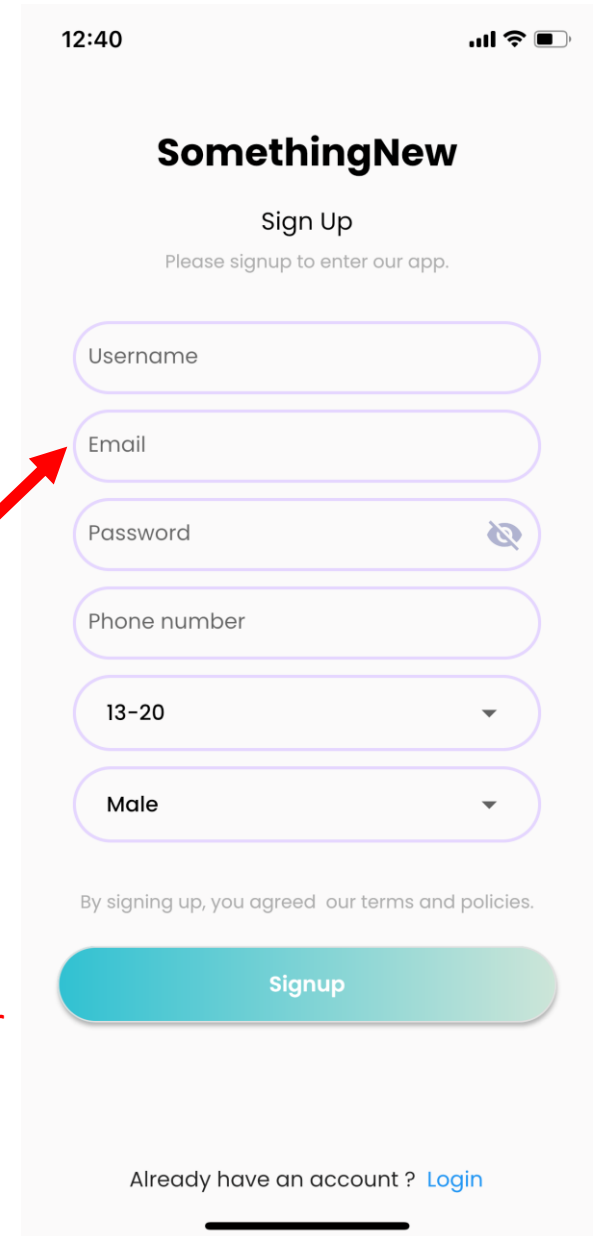
Sign Up as a Practitioner

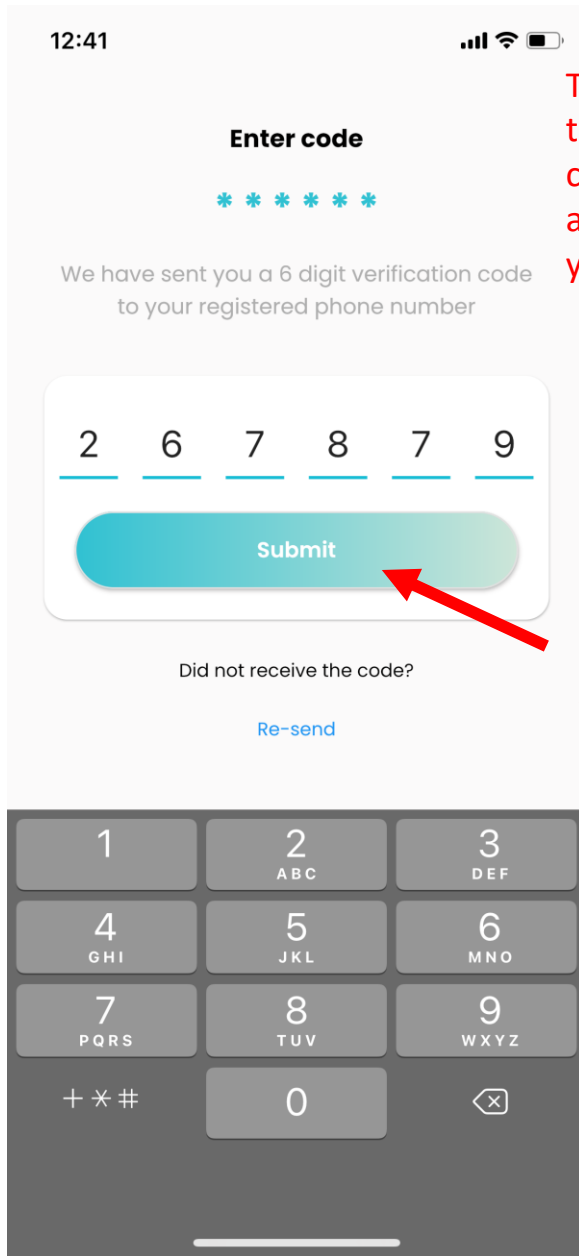


Your email will be used as your log-in ID.

Your phone number is only to verify your account via OTP

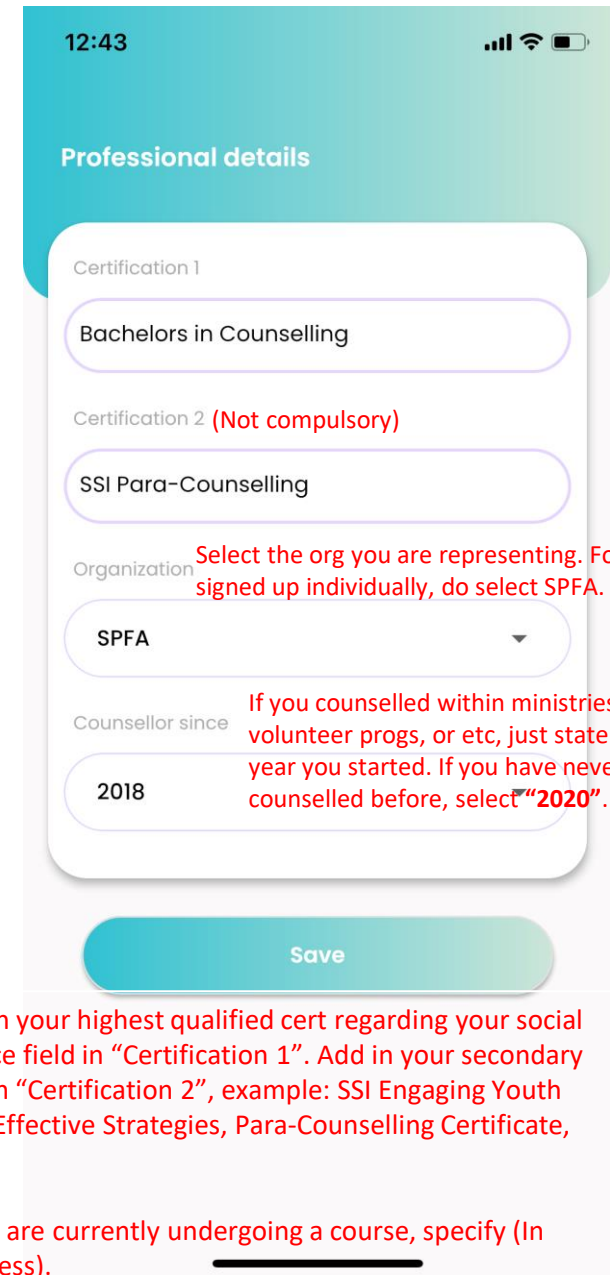
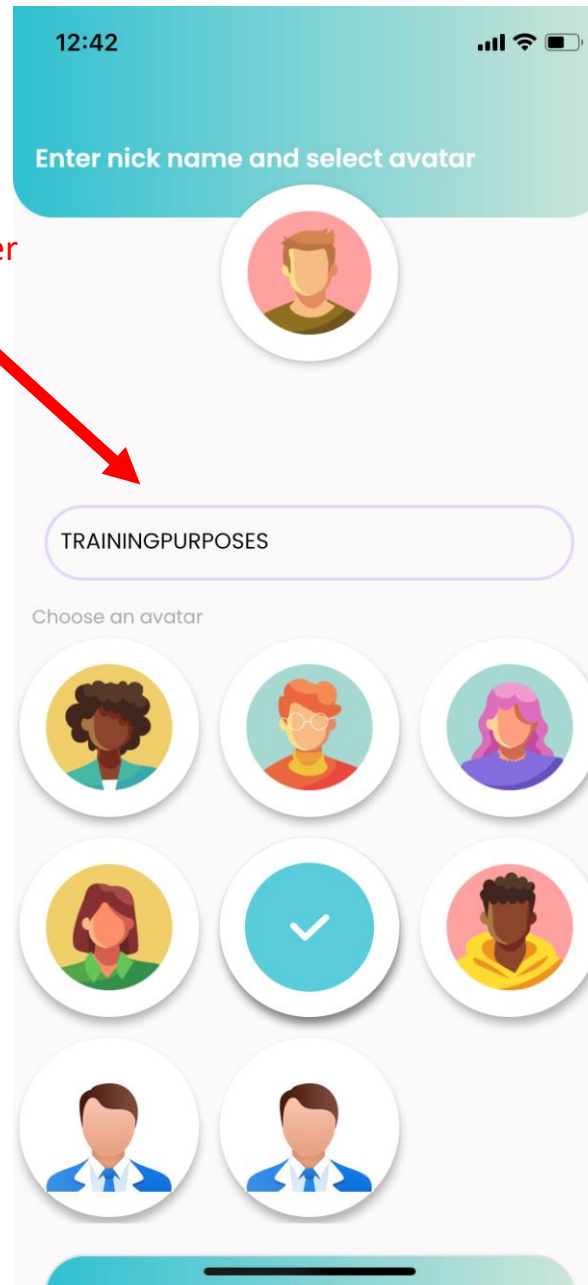
Please specify correctly your age scale and gender





This is your display name that Users see when you chat with them. You can always change it whenever you wish to.

Verify your account by entering the 6 digit code sent to your phone number.



Select the org you are representing. For those signed up individually, do select SPFA.

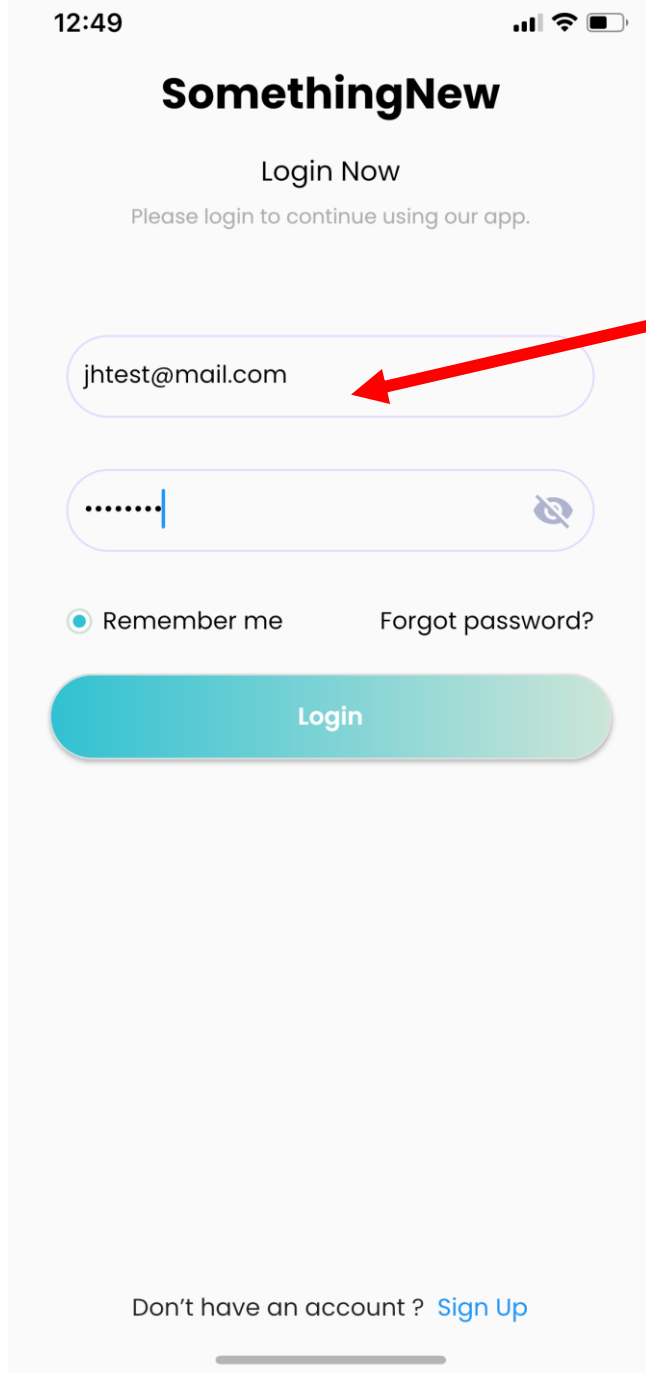
If you counselled within ministries, volunteer progs, or etc, just state the year you started. If you have never counselled before, select "2020".

Add in your highest qualified cert regarding your social service field in "Certification 1". Add in your secondary cert in "Certification 2", example: SSI Engaging Youth with Effective Strategies, Para-Counselling Certificate, etc

If you are currently undergoing a course, specify (In Progress).

E.g: Bachelors in Counselling (In Progress)

E.g: Masters in Social Work (In Progress)



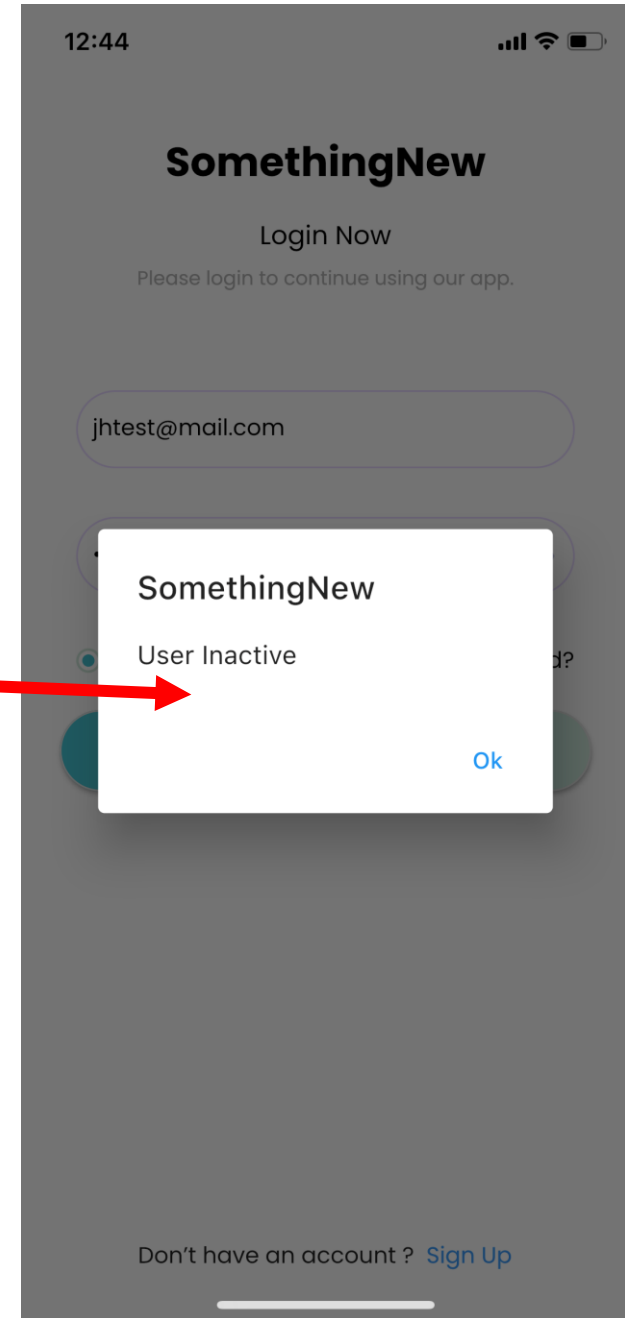
IMPORTANT:

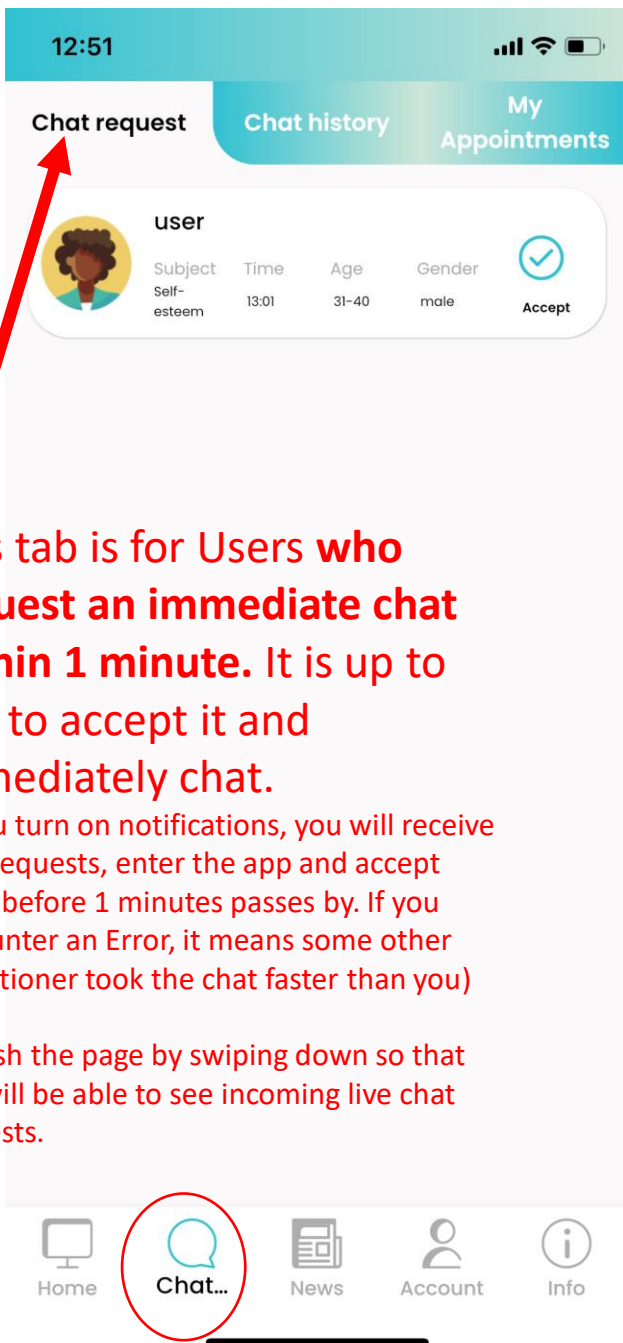
Log in via email



IMPORTANT:

When you try to login, you will receive this because your account hasn't been verified. Within 24 hours, our admin will verify your account.

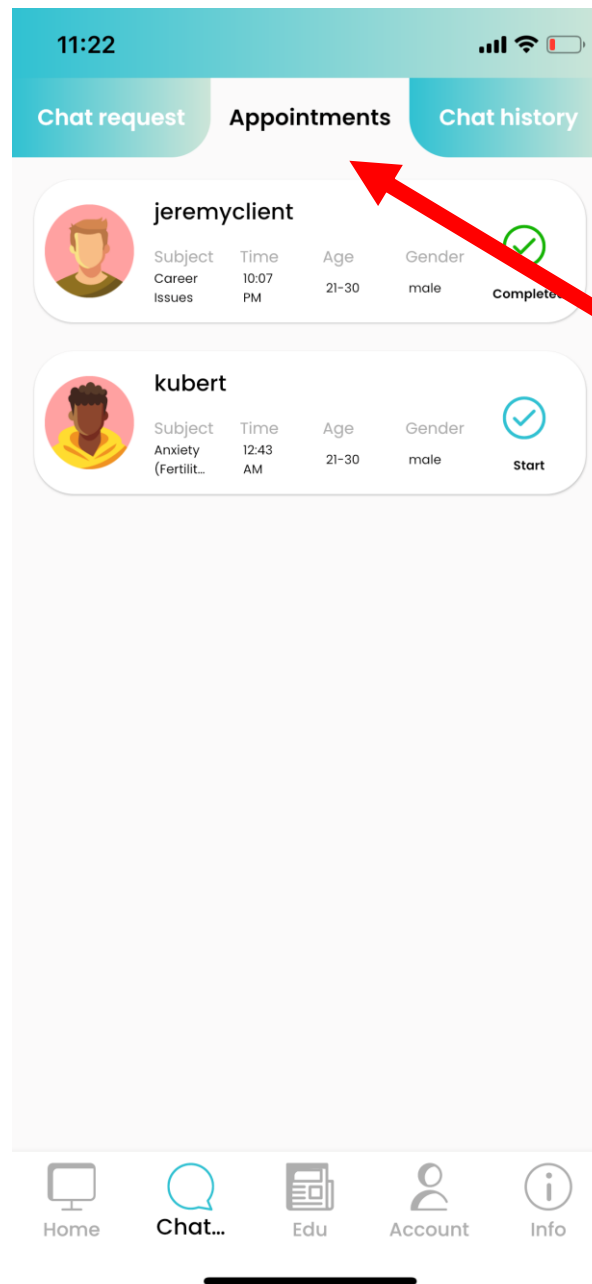




This tab is for Users who request an immediate chat within 1 minute. It is up to you to accept it and immediately chat.

(If you turn on notifications, you will receive chat requests, enter the app and accept them before 1 minutes passes by. If you encounter an Error, it means some other Practitioner took the chat faster than you)

Refresh the page by swiping down so that you will be able to see incoming live chat requests.

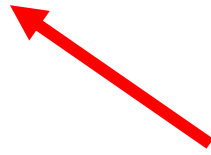
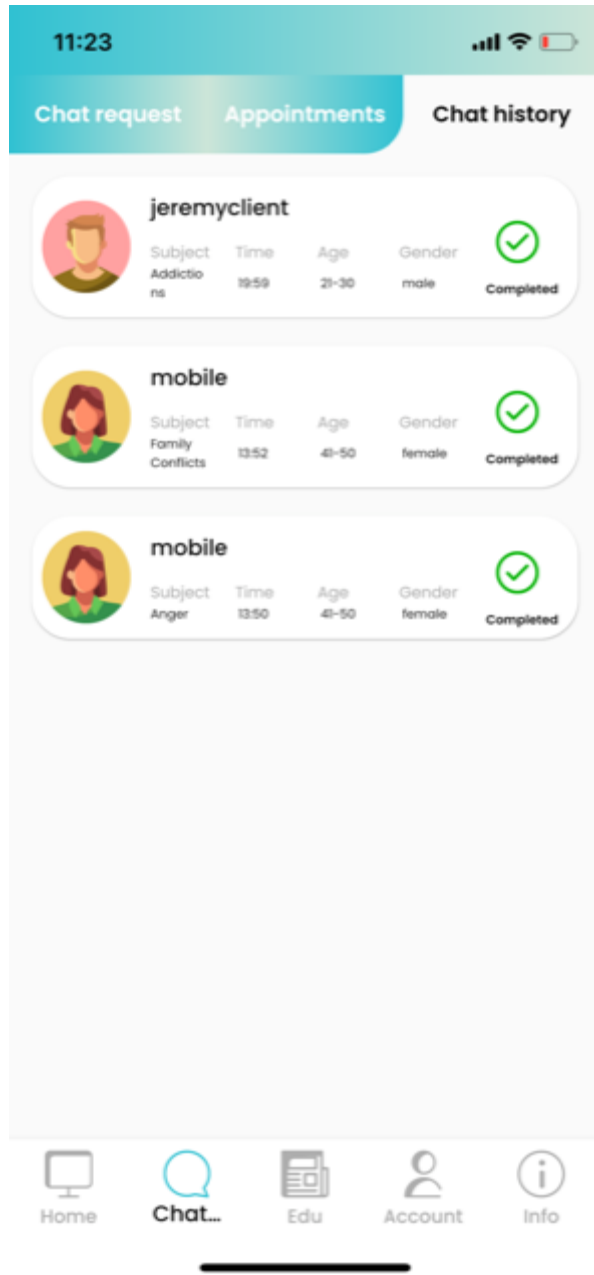


This tab is for Users who were unable to receive an immediate chat and therefore booked an appointment.

You can only accept 1 chat at a time by pressing the tick.

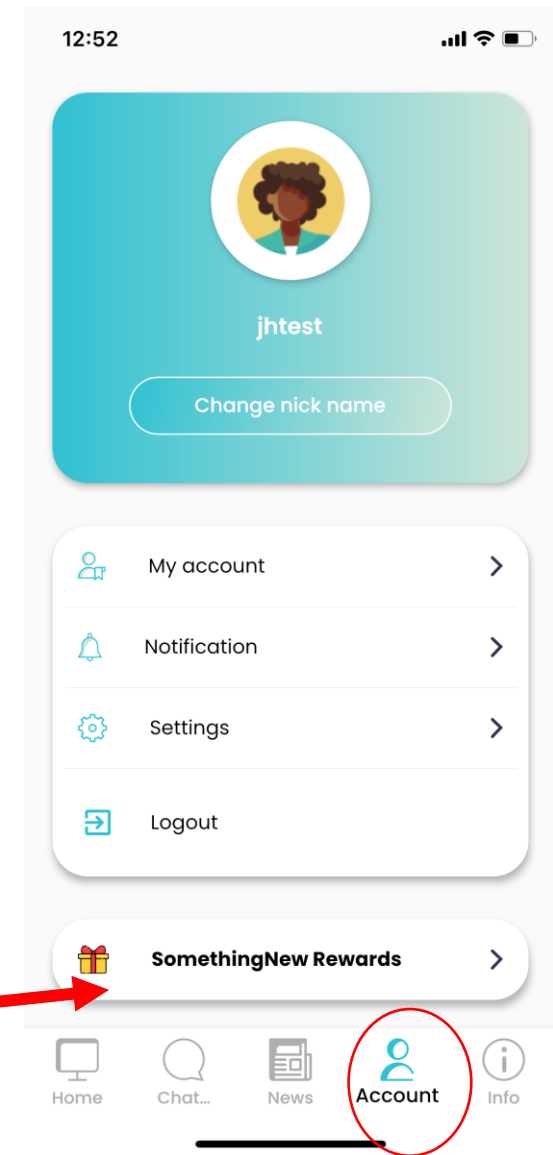
You should receive a reminder 5 minutes before the meeting commences.

Do be on time for the chat. Either party has a 3 minute grace period before the chat appointment gets cancelled.

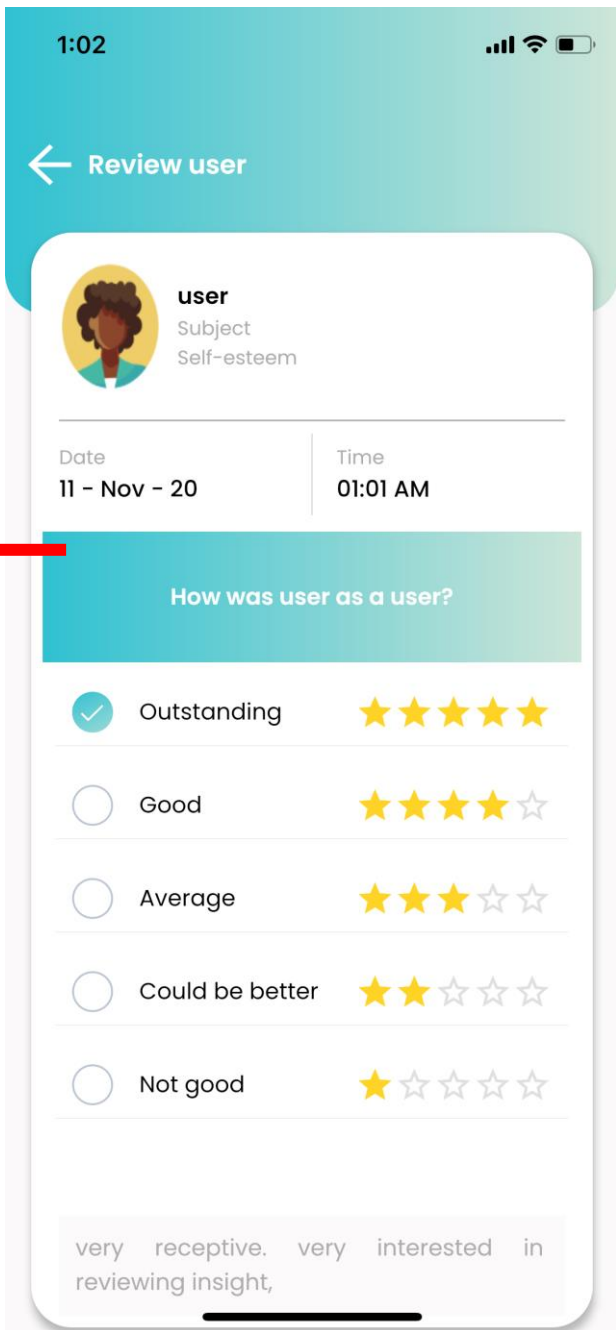
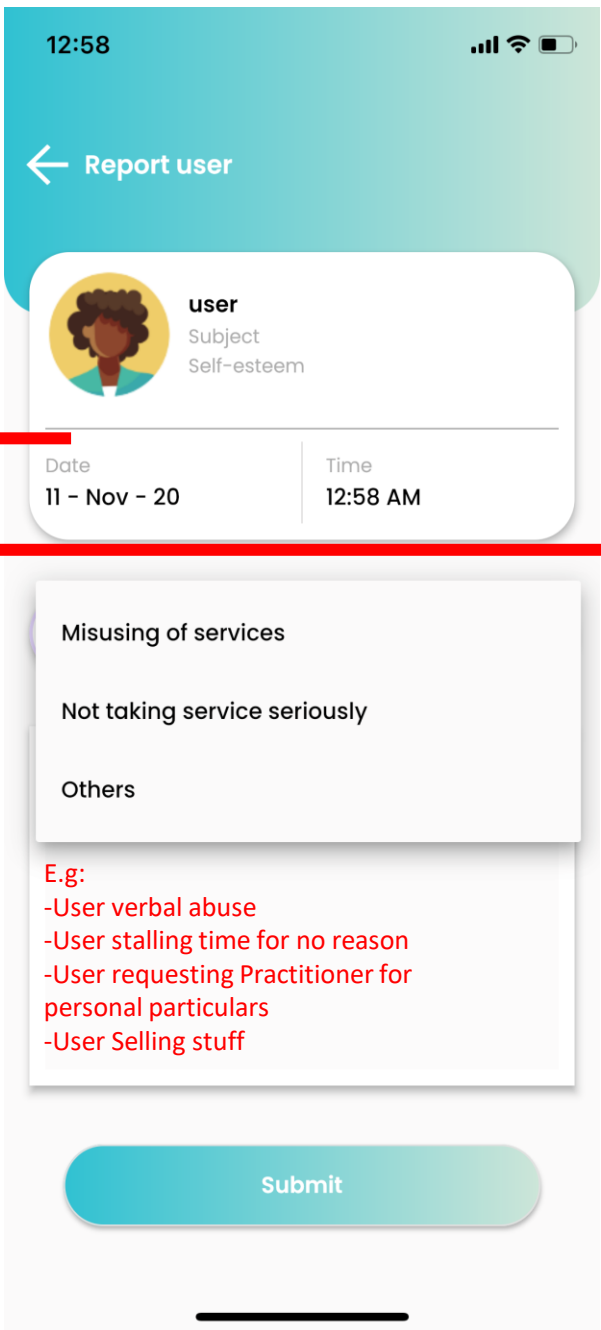
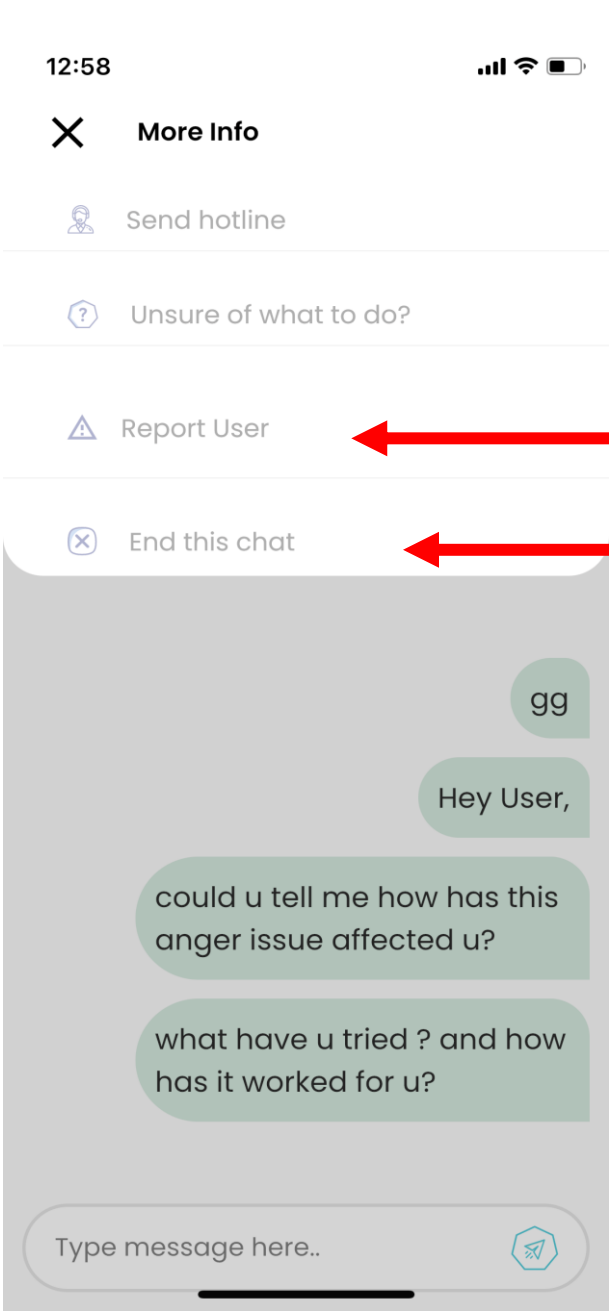


This tab is to observe your past chat histories.

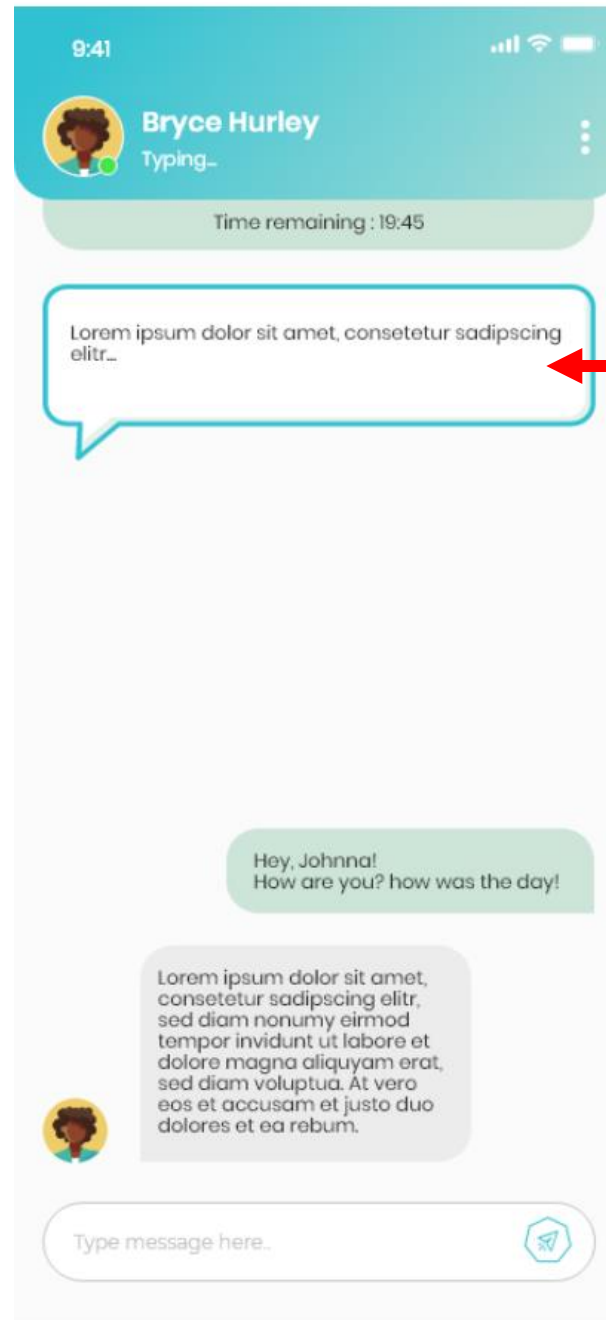
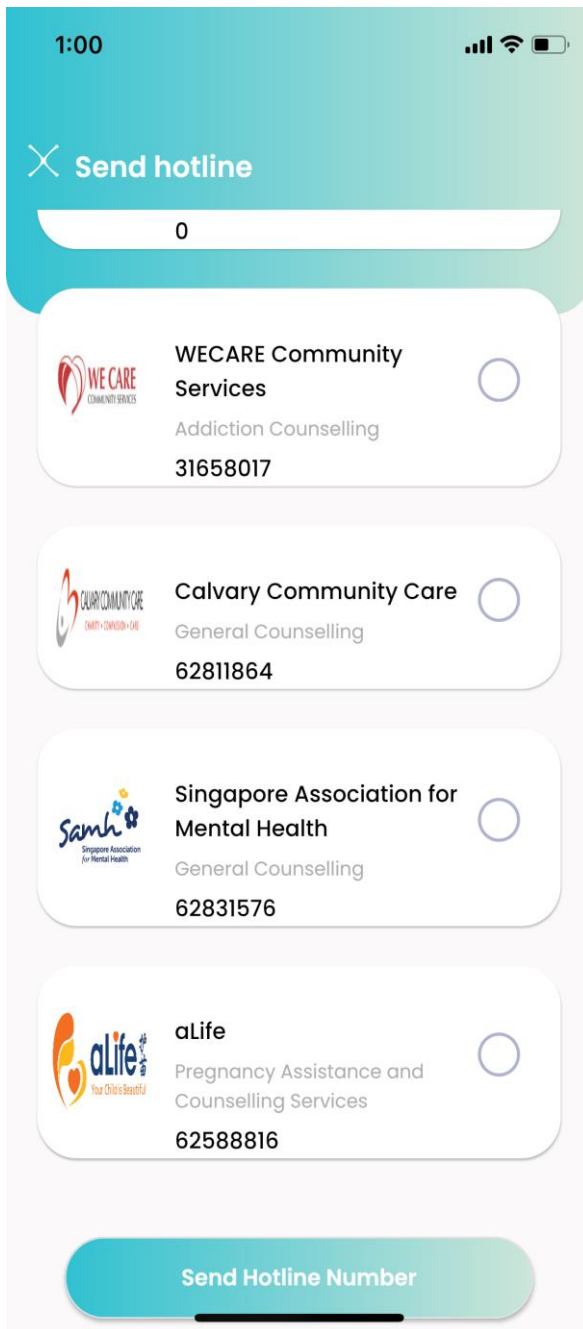
You have up to 30 days to refer back to them before they are deleted within the system. You are allowed to screenshot them for memory purposes.



Minutes can be redeemed for incentives over here.



You can always end the chat earlier if you believe the session has been concluded after saying your salutations to the User.



This bubble means that the User(Client) is typing and hasn't pressed ENTER yet.

This allows Counsellors to anticipate a response. Not to breach confidentiality but to be provided with a productive and concurrent (here and now) atmosphere within our chat system.

The Clients are notified on this "Mind Reading" telepathy if they read through our Privacy Policies/T&Cs.