better beginnings

Online Therapy Guide

Benefits of online therapy

Online therapy removes barriers to accessing help. It is very convenient, allowing you to have specialist therapy sessions from the comfort of your own home, fitting more easily around other demands or responsibilities and without any travel time. Psychological therapy, including EMDR therapy, works well online.

About zoom

I offer online therapy sessions using Zoom or Bilateral Base (a specialist platform created for online EMDR). Both are free for you to use and secure, end-to-end encrypted.

Before our session I will email you a link and password. Once you click on the link you will be taken to the 'waiting room' for our meeting. As with any online video conferencing software I cannot guarantee 100% confidentiality, but I am conscientious about configuring my settings to maximise security, and keeping up to date with security features.

Tips - before the session make sure that:

1. You have a safe, private, quiet space to speak, where you cannot be interrupted or overheard. You are strongly encouraged to make any necessary arrangements with anyone you may normally share the location with to ensure that your protected space can be achieved.
2. You have access to the internet with a signal strong enough to support streaming something such as Netflix. Connectivity is often improved if you can connect to your broadband via an ethernet cable.
3. You have downloaded the free Zoom app from your app store - for phone or tablet only (if you are using your desktop/laptop, Zoom works through your browser and you don't need to download anything).
4. Your device is charged/plugged in and ready, positioned at a height so I can see your face.
5. You do not have your back to a window or light as this makes it harder for me to see you.
6. You use headphones/earbuds if you have them, to help us hear each other more clearly and to ensure extra privacy.
7. You have a box of tissues and a drink if you wish

Please do not record our sessions.

If we lose connectivity

If we lose connection please try to rejoin using the link. If that does not work I will call you on the telephone number we agreed and we can decide whether to try again or to finish the session over the phone. If after five minutes I haven't managed to reach you by phone then I will email you. You can also email me on miriam@betterbeginnings.co.uk.