resonis

FOR CLIENTS

Client Guide

A place to talk things through between your coaching sessions. Here's how it works.

Somewhere to put it, the moment it happens.

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Every screen in this guide is the real Resonis app. Sarah and her coach are fictional.

1 · WELCOME

A place to talk things through, between your sessions.

Your coach has invited you to Resonis. Here's what it is, and how it can help.

A lot happens between coaching sessions. A conversation goes better than you expected. An old habit creeps back in. Something clicks on a Tuesday evening, and by the time you see your coach, it's hard to remember exactly how it felt.

Resonis gives you somewhere to put those moments, whenever they happen. You write or talk about what's on your mind, and Resonis listens, reflects back what you've said, and gently helps you notice what you'd like to bring to your next session.

Before you meet, your coach reads what you've shared, so your session can start where the real work is.

WHAT RESONIS DOES

- ✓ Listens, whenever you need it, day or night.
- ✓ Reflects back what you've said, in your own words.
- ✓ Helps you notice what you'd like to bring to your coach.
- ✓ Keeps everything you share, so nothing gets lost.

WHAT RESONIS NEVER DOES

- × Never gives advice.
- × Never coaches you.
- × Never tells you what to think or do.
- × Never replaces your sessions.

The coaching always comes from your coach.

This isn't homework. Checking in is always your choice. There are no forms to fill in and no right way to use it. Resonis is simply there whenever you want it.

Resonis isn't therapy, and it isn't a crisis service. If you're ever struggling or in danger, section 7 explains where to find help straight away.

2 · GETTING STARTED

Ready in a couple of minutes.

There's nothing to download. Resonis works in the browser on your phone or computer.

Your invitation

Your coach invites you by email. It comes from Resonis and is called something like "Jane has invited you to Resonis", with your coach's name. Click **Get started with Resonis** to begin.

The link is personal to you and works once only, so please don't share it. If it doesn't work, ask your coach to send you a fresh one.

Setting up your account

The link opens a short form with your name and email already filled in. Choose a password of at least 8 characters, then click **Get started with Resonis**. You'll go straight in, with no extra email to confirm.

Signing in next time

Go to **resonis.app** and sign in with your email and password. The small eye icon in the password box shows what you've typed.

Using your phone? Save resonis.app as a bookmark, or add it to your home screen, so it's one tap away whenever something's on your mind.

If you forget your password

1. On the sign-in page, click **Forgot your password?**
2. Enter your email and follow the link we send you.
3. Choose a new password, then sign in as normal.

Because your words are kept locked (see section 6), your earlier conversations can't be shown to you after a password reset. Your coach can still see everything you've shared, and you can carry on checking in as normal.

3 · CHECKING IN

There's no right or wrong way to do it.

Say whatever's on your mind, in your own words. A sentence is enough.

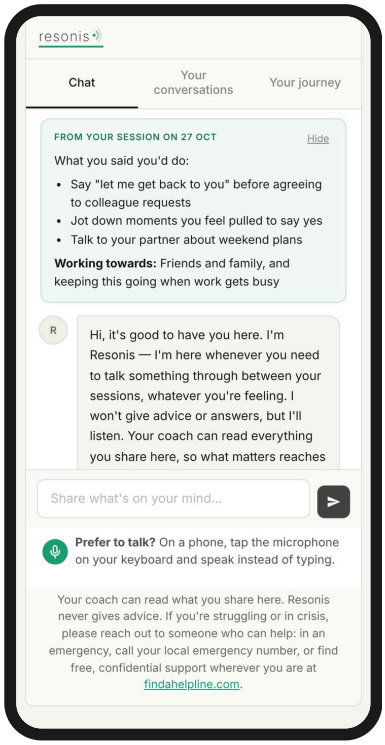
Open the **Chat** tab, type into the box at the bottom, and press the arrow to send. Resonis replies with a short reflection and, usually, one gentle question. Answer it, or don't. You can stop whenever you like, and everything is saved as you go.

Prefer to talk?

On a phone, tap the microphone on your keyboard and speak instead of typing. Your words appear in the box, ready to send.

Your session recap

After a session, your coach may share a short recap: what you said you'd do, and what you're working towards. You'll get an email saying a recap is waiting, and it appears at the top of your chat. Tap **Hide** when you no longer need it.



A recap from your coach, at the top of your chat.

A few things that help

- **Check in as often or as little as you like.** Some people write every day, others once a week. Both are fine.
- **Write when it's fresh.** Straight after a difficult conversation, or the moment something clicks, is often the best time.
- **The good bits count too.** Small wins, breakthroughs and plans are just as worth sharing as the hard days.
- **Mention what you said you'd do.** If you tried something you agreed with your coach, say so. Your coach will see it next to that commitment.
- **Wanting advice?** Resonis won't tell you what to do, but it will help you put the question into words for your coach.

A simple rhythm you might find helpful

Many people check in once after a session, once it's sunk in; again whenever something comes up; and once before the next session, with anything they'd really like to talk about.

4 · YOUR CONVERSATIONS

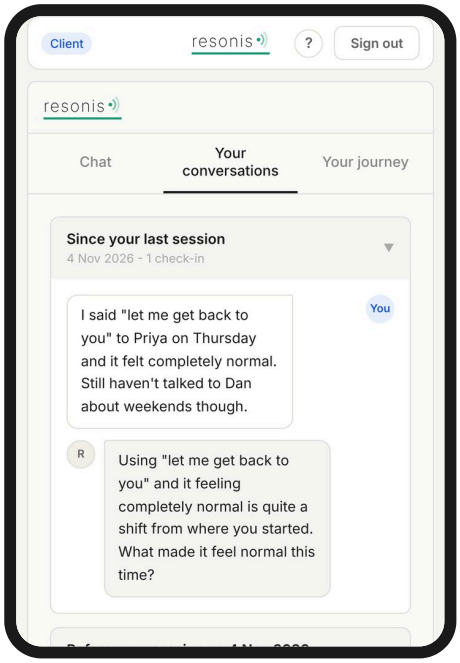
Everything you've shared, kept safe.

Look back any time, in the **Your conversations** tab.

Your check-ins are grouped by session. The newest, "Since your last session", is at the top. When your coach logs a session, a new group begins for the next set of check-ins.

Each group shows its dates and how many check-ins it holds. Tap one to open it and read back through exactly what was said.

> Before a session, it can help to skim the latest group. It's a quick reminder of what's been on your mind.



Your conversations.

5 · YOUR JOURNEY

A gentle look back at how far you've come.

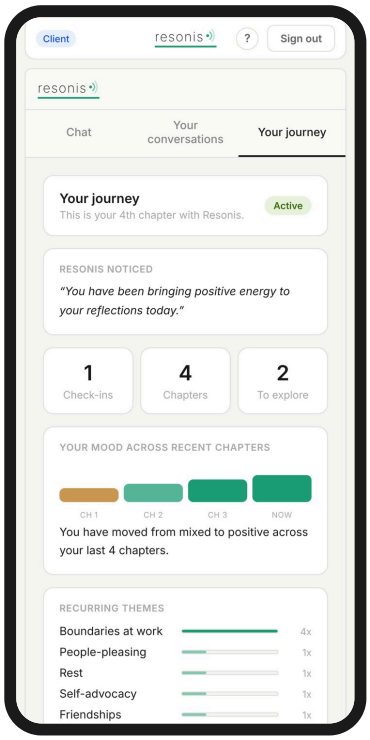
The **Your journey** tab is turned on by your coach, when the time feels right.

When it's turned on

Your journey brings the bigger picture together across your sessions:

- something Resonis noticed in what you've shared;
- how many check-ins and sessions you've had;
- how your mood has moved over recent sessions;
- the themes that keep coming up;
- what you'd like to explore next.

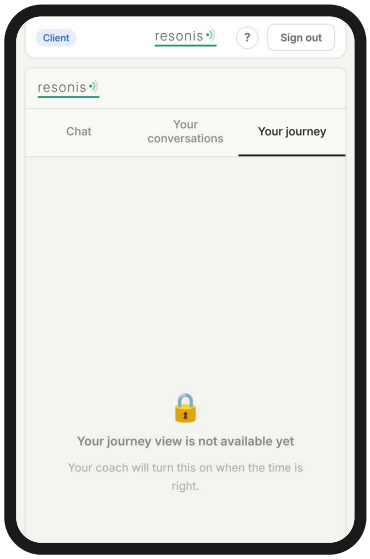
It never shows your coach's notes, or anything they've marked to keep an eye on.



Your journey, once your coach turns it on.

When it's not turned on yet

You'll see "Your journey view is not available yet". This is entirely your coach's choice, and it doesn't affect anything else. You can check in and look back at your conversations exactly as normal.



Before your coach turns it on.

6 · WHO CAN SEE WHAT

Honest about who reads what.

Resonis is a link between you and your coach, so it's important you know exactly what's shared.

Your coach can see

- Everything you write in Resonis: the full conversations, not just a summary.
- A short brief that Resonis prepares from your check-ins before each session.

That's what makes Resonis useful: your coach walks into your session already knowing what's been going on. If there's something you'd rather tell your coach in person, that's completely fine.

Your coach also keeps their own session notes. Those are theirs, and you won't see them, apart from any recap they choose to share with you.

How your words are kept private

- What you write is locked before it's stored, so only you and your coach can read it. Nobody at Resonis can.
- To write its replies, Resonis sends your words, encrypted, to our AI provider, Anthropic. This happens automatically, and Anthropic does not use them to train its AI.
- Other coaches and other clients can never see your conversations.
- Your data is stored in the EU. Your name and email are used only to run Resonis, and are never added to a mailing list, shared or sold.

Our Privacy Policy has the full details: getresonis.com/privacy.html

If your access is paused

Your coach can pause your access, for example during a break between coaching blocks. If they do, you'll see "This account is currently paused" when you sign in. Nothing is deleted, and when they switch you back on you pick up where you left off.

7 · IF YOU'RE STRUGGLING

You deserve support straight away.

Resonis isn't a crisis service, and it can't give you the help you deserve in a crisis.

If you're in danger, or might harm yourself or someone else, call your local emergency number now.

For free, confidential support wherever you are in the world, visit **findahelpline.com**. It lists crisis lines and support services in your country.

If you write something in Resonis that suggests you might be at risk, Resonis will point you to that help, and it will let your coach know. But your coach may not see it straight away, so please don't wait for them. Reach out for help directly.

If you're finding things hard in a more ongoing way, it's always worth talking to a doctor, and to your coach. They can help you find the right kind of support.

8 · GETTING HELP

Questions? We're happy to help.

About your coaching

Your coach is the best person to ask about your sessions, your recap, your journey view, or anything to do with your coaching.

Signing in, or anything technical

Tap **?** at the top of the app on a phone (or **Help** on a computer) for quick answers on our support page. Or email michael@getresonis.com. We reply within 24 to 48 hours on working days.

Somewhere to put it, the moment it happens.

Resonis is provided by Michael Batey, trading as Resonis / iElevAlte, Kinmel Bay, Wales.
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