



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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Screens in this guide are shown in the Resonis style. Sarah and her coach are fictional.

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 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. Resonis just holds what happens in between.

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.

Ready in a couple of minutes.

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

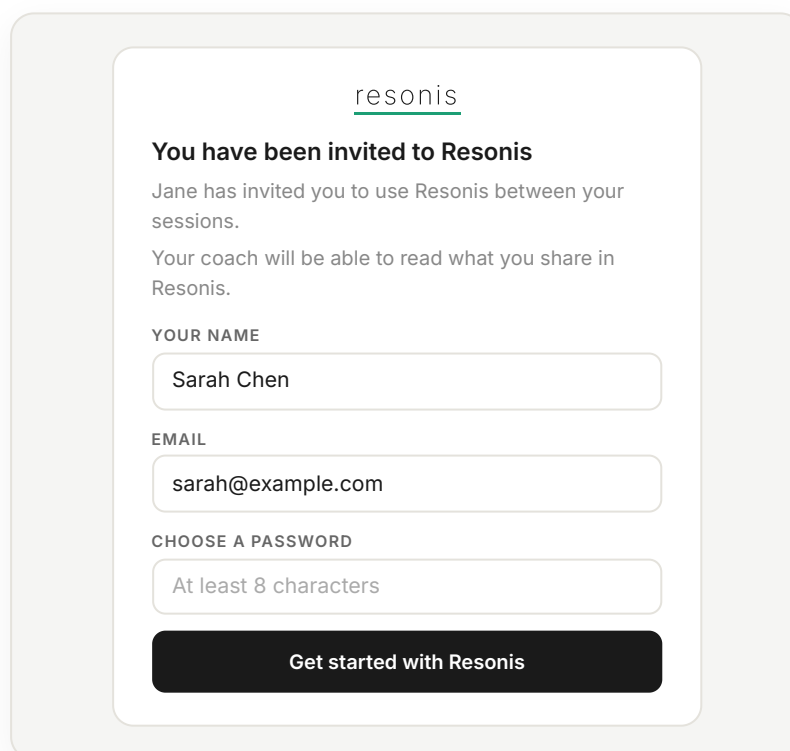
Your invitation

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 (a bar underneath shows how strong it is), then click **Get started with Resonis**. You'll go straight in, with no extra email to confirm.



resonis

You have been invited to Resonis

Jane has invited you to use Resonis between your sessions.

Your coach will be able to read what you share in Resonis.

YOUR NAME

Sarah Chen

EMAIL

sarah@example.com

CHOOSE A PASSWORD

At least 8 characters

Get started with Resonis

The sign-up screen, with your details filled in.

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, 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 click **Send reset link**.
- 3 Open the email from Resonis and click the link.
- 4 Choose a new password and click **Set new password**. Then sign in again as normal.

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

Write 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.

The screenshot shows a web interface for a chat application. At the top, there's a header bar with a 'Client' tab, the name 'Sarah Chen', the 'resonis' logo, and a 'Sign out' button. Below the header, there are three tabs: 'Chat' (which is active and underlined), 'Your conversations', and 'Your journey'. The main chat area displays a conversation. Sarah's messages are in white bubbles, and Resonis's responses are in grey bubbles. Sarah's first message says: 'I finally told my manager I couldn't take on the extra project. My hands were shaking the whole time.' Resonis responds: 'Your whole body was reacting to it — even as you were saying the words you needed to say. What did your manager do when you told her?' Sarah's second message says: 'She looked surprised, but she just said okay. Now I keep replaying it and wondering if I've made things worse.' Resonis responds: 'You're caught in that loop of replaying it, trying to figure out what that surprise meant and what the consequences might be. When you think about bringing this to your next session, what would be most useful to explore — what happened inside you while you were saying it, or what you're making of her reaction now?' At the bottom of the chat area is a text input field with the placeholder 'Share what's on your mind...' and a black circular send button. Below the input field is a disclaimer: 'Your coach can read what you share here. Resonis never gives advice. If you're struggling or in crisis, please reach out to someone who can help: in an emergency, call your local emergency number, or find free, confidential support wherever you are at findahelpline.com.'

A real check-in with Resonis, from our fictional client Sarah.

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 and breakthroughs are just as worth sharing as the hard days.
- **Wanting advice?** Resonis won't tell you what to do, but it's a great thing to bring to your coach, and Resonis will help you put it into words.

Everything you've shared, kept safe.

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

Your check-ins are organised into **chapters**. A chapter covers the time between two of your sessions. When your coach logs a session, a new chapter begins for the next set of check-ins.

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

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

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

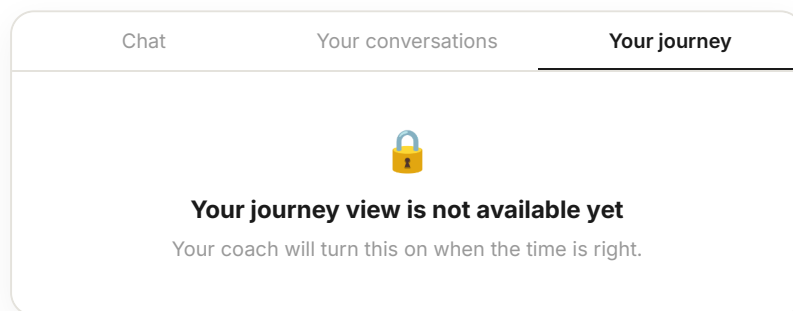
The **Your journey** tab is turned on by your coach, when the time feels right.

When it's turned on

Your journey brings together the bigger picture across your chapters:

- **Your mood across recent chapters**, so you can see how things have moved over time.
- **Recurring themes**: the things that keep coming up.
- **A moment worth keeping**: something you shared that felt important.
- **Where you're headed**: what you'd like to explore next, already passed to your coach.

When it's not turned on yet



What you see before your coach turns it on.

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.

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. So it's worth writing with that in mind. If there's something you'd rather tell your coach in person, that's completely fine.

What stays private

- **Other coaches and other clients can never see your conversations.**
- Your data is stored in the EU, encrypted, and **never sold** or used for marketing.
- Our AI provider, Anthropic, does not use your conversations to train its models.

Your coach also keeps their own private working notes. Those are theirs alone, and Resonis never writes them.

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. If it doesn't seem right, have a word with your coach.

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 your GP or a doctor, and to your coach. They can help you find the right kind of support.

Questions? We're happy to help.

About your coaching

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

Signing in, or anything technical

Our support page has quick answers: getresonis.com/support.html. 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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