



FOR COACHES

Coach Guide

Everything you need to set up Resonis, invite your clients, and get the most from every brief.

Resonis holds. **The coach coaches.**

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Screens in this guide are shown in the Resonis style. Sarah Chen and the other clients named here are fictional.

Coaching happens in the session. Change happens in between.

Resonis holds the in-between, so nothing gets lost. It doesn't coach. You do.

Your clients check in with Resonis whenever something's on their mind: after a difficult conversation, late at night, on the bus home. Resonis listens, reflects back what they've said, and gently helps them notice what they'd like to bring to their next session with you.

Before you meet, you get a short, clear brief of what's been happening. You walk in already knowing what matters, and you do the coaching, the way you always have.

WHAT RESONIS DOES

- ✓ Gives your client somewhere to put what's on their mind, the moment it happens.
- ✓ Listens, and reflects back what they've said, in their own words.
- ✓ Helps them notice what they'd like to bring to their next session with you.
- ✓ Gives you a short brief before you meet, and the full conversations whenever you want them.

WHAT RESONIS NEVER DOES

- ✗ Never gives advice.
- ✗ Never coaches.
- ✗ Never tells your client what to think or do.
- ✗ Never tries to solve their problems for them.

Resonis holds. **The coach coaches.**

Resonis is built for coaching clients, not crisis support. It isn't therapy, and it isn't a crisis service. As a quiet safety net, if a client ever writes something that suggests they may be at risk, Resonis points them to help and lets you know. Section 8 explains how.

From payment to your first client in a few minutes.

You'll be set up and ready to invite your first client the same day.

Your sign-up link

After you pay on getresonis.com, we email you within minutes. The email is called **"Welcome to Resonis - set up your account"** and it goes to the address you paid with. Click

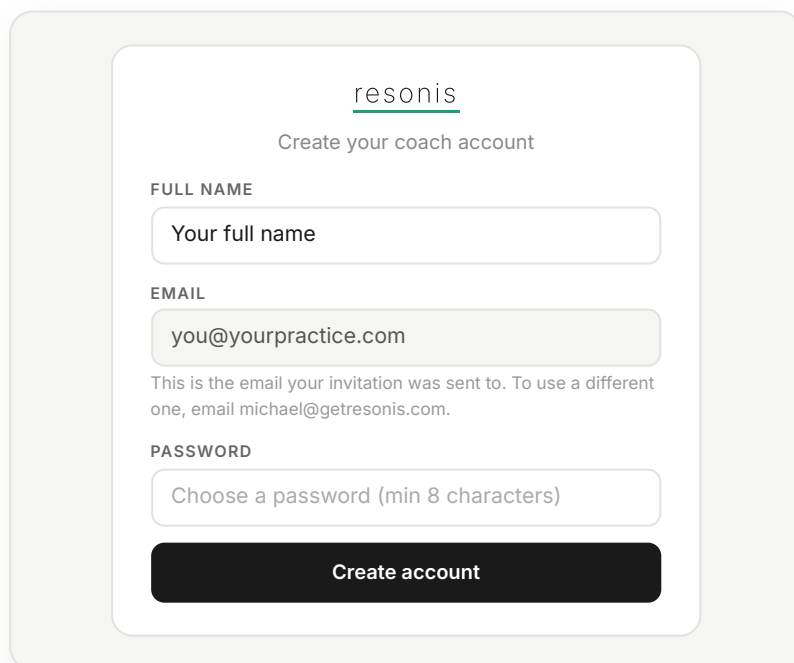
Set up your account to begin.

Can't find it? Check your spam or junk folder. Still nothing after ten minutes? Email michael@getresonis.com and we'll sort it out personally.

Creating your account

The link opens a short form. Your email is already filled in and can't be changed, because it's tied to your payment. Add your full name, choose a password of at least 8 characters, and click

Create account.

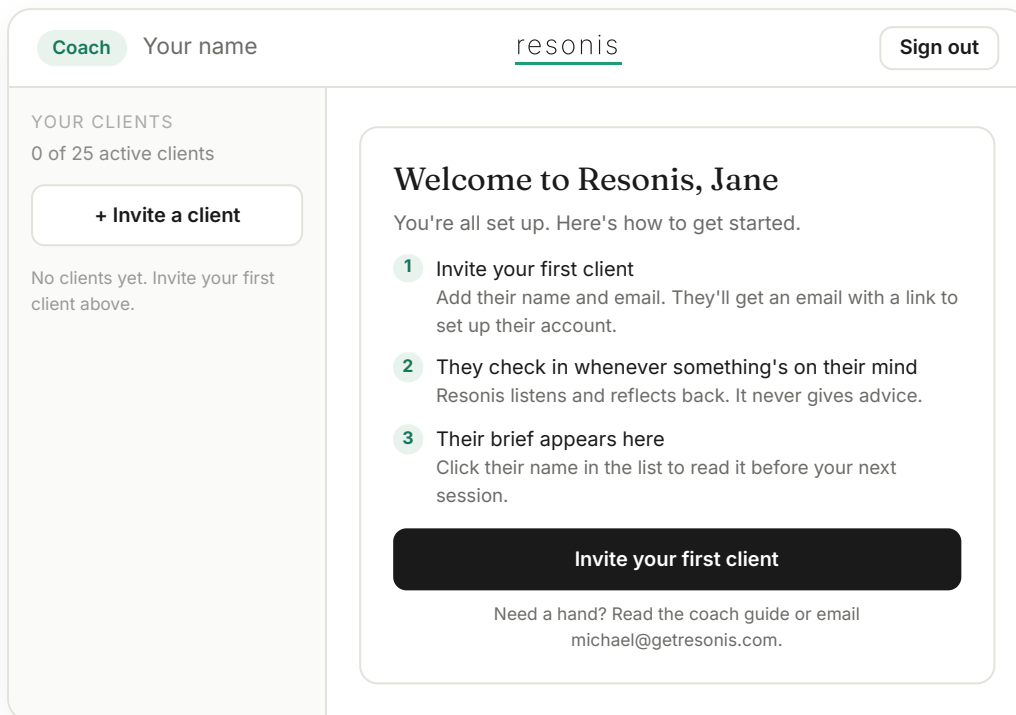
A screenshot of a web form titled "resonis" with the subtitle "Create your coach account". The form contains three input fields: "FULL NAME" with the placeholder "Your full name", "EMAIL" with the placeholder "you@yourpractice.com", and "PASSWORD" with the placeholder "Choose a password (min 8 characters)". Below the password field is a black button with the text "Create account". A note below the email field states: "This is the email your invitation was sent to. To use a different one, email michael@getresonis.com."

The sign-up form. Your email is filled in for you.

The sign-up link works once only, so please don't share it. If you'd like to use a different email address, just ask before you sign up.

Your first look at the dashboard

You'll land straight on your dashboard. Until you have a client, it shows a short welcome with three steps and an **Invite your first client** button.



A brand-new dashboard.

Signing in

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, so you can check it.

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.

Invite a client in under a minute.

A short conversation first, then two boxes and a button.

Before you invite someone

We suggest a quick conversation with your client first, so they know what to expect. Tell them:

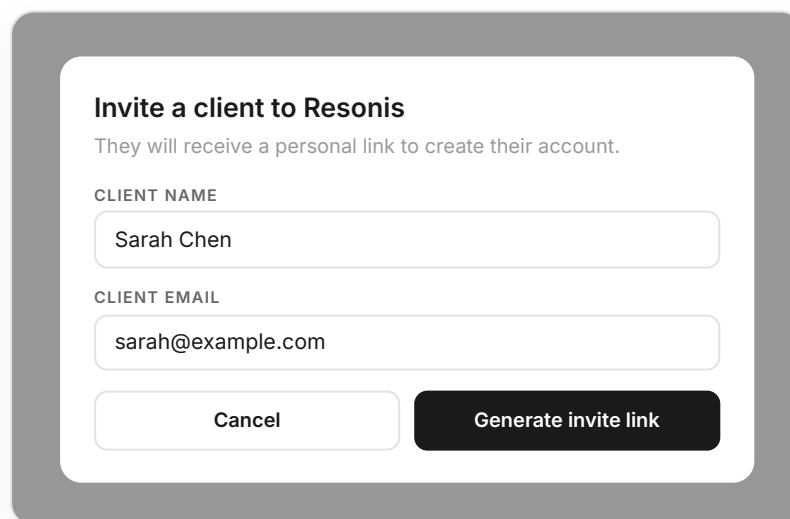
- what Resonis is: a place to talk things through between your sessions;
- that **you can read everything they share** in it, as well as the brief;
- that it never gives advice, and it isn't therapy or crisis support.

The client guide explains this plainly, and you're welcome to send it to them:

getresonis.com/manuals/client-manual.pdf. Your professional body's code of ethics and data protection rules still apply to how you use any AI tool, so it's worth checking them too.

Sending an invite

- 1 On your dashboard, click **+ Invite a client**.
- 2 Enter your client's name and email address.
- 3 Click **Generate invite link**.



Invite a client to Resonis

They will receive a personal link to create their account.

CLIENT NAME

Sarah Chen

CLIENT EMAIL

sarah@example.com

Cancel Generate invite link

The invite form.

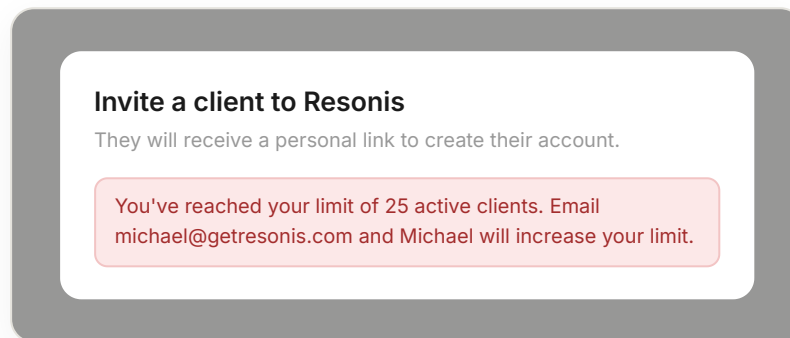
Resonis emails your client straight away. The email comes from Resonis, uses your first name ("Jane has invited you to Resonis"), and tells them you can read what they share. You'll also see the link on screen with a **Copy link** button, in case you'd rather send it yourself.

Each invite link works once. If a client never finished signing up, simply send a fresh invite. When they've joined, their name appears in your client list.

Your client limit

Your subscription includes **up to 25 active clients**. You can always see where you are under "Your clients" in the sidebar, for example *"3 of 25 active clients · 1 invited"*.

- **Paused clients don't count.** Pausing someone frees up a place.
- **Invitations that haven't been accepted yet do count**, so you can't accidentally go over. Each email address counts once, and invitations older than 30 days stop counting.



What you'll see if you reach your limit.

Working with more than 25 clients? Email michael@getresonis.com and we'll set you up. Your limit can be raised the same day.

One quiet thread, running between every session.

Your client checks in. Resonis gathers it into a brief. You read it before you meet.

Chapters

Resonis organises everything into **chapters**. A chapter is the time between two of your sessions. Every check-in your client makes goes into the current chapter, and the brief always covers the current chapter.

When you've held a session, click **+ Log session** on that client's brief. Resonis asks you to confirm, then closes the chapter and starts a fresh one for the next set of check-ins. The closed chapter's brief is saved in **Brief history**, so nothing is ever lost.

A good habit: log the session at the end of each one. That way, the next brief starts clean and covers only what's happened since you last met.

When a brief appears and refreshes

- At the start of a new chapter, before your client has checked in, their brief shows **"Awaiting check-in"**.
- Your client's first check-in of a chapter produces a brief straight away.
- After that, the brief refreshes at most **once every 30 minutes**, so it settles rather than changing mid-conversation. If a brief looks unchanged just after a check-in, that's expected.

Each brief draws on **all** of your client's check-ins in the chapter, not just the latest one, so it can spot patterns across the week.

A short read before every session.

Click a client's name in your list to open their brief. Here's a real one, for our fictional client Sarah.

Coach

Your name

resonis

Sign out

YOUR CLIENTS

3 of 25 active clients

+ Invite a client

PP

Priya Patel

2d ago

DO

Daniel Osei

5h ago

SC

Sarah Chen

4m ago

SC

Sarah Chen

Active client

4 flags

SESSIONS

2

Total

CHECK-INS

2

This week

MOOD TREND

Anxious

Fluctuating

SUMMARY

The client has been working through a recurring pattern of difficulty saying no at work, particularly with their manager... Notably, they did take a significant step and declined an extra project request, and while they felt proud, the experience was physically overwhelming and they quickly fell into replaying it and catastrophising the outcome. The central question emerging for them is not just how to set boundaries, but why saying no feels so dangerous.

THEMES

Boundaries

Work stress

Fear of conflict

Self-trust

People-pleasing

Internalised consequences

FLAGS

Physical symptoms (shaking hands) accompanied the act of saying no, suggesting this may be more than a skills issue — there's a strong somatic and emotional charge here worth noticing.

The client is repeatedly replaying their manager's reactions and reading ambiguous responses (quiet tone, surprised look) as confirmation of threat — this interpretive loop is intensifying and worth exploring.

WHAT SARAH WANTS TO EXPLORE

Why saying no feels dangerous — what's underneath that sense of threat

The gap between knowing their own limits and being able to act on them in the moment

Journey view

On - visible to client

Email me about flags

Off - check the dashboard instead

+ Log session

View conversations

Brief history

Notes

Sarah's brief (shortened). Sarah is fictional; the brief was written by Resonis.

The parts of a brief, top to bottom

- **Flags count** (top right): how many things Resonis thinks may be worth your attention.
- **Sessions, check-ins and mood trend**: sessions you've logged, check-ins this week, and how your client has been feeling.

- **Summary:** what's been happening since you last met, in a few sentences.
- **Themes:** what keeps coming up, as simple labels.
- **Flags:** patterns that may be worth raising in your session. They're notes for you, not diagnoses, and they're **never shown to your client**.
- **What your client wants to explore:** the threads your client has said they'd like to bring to you.

Your judgement comes first. Resonis is an AI, and it can misread a message or miss nuance. Treat the brief as a starting point, not a verdict. You know your client; Resonis doesn't. The full conversation is always there to check.

Everything else is one click from the brief.

Four buttons sit at the bottom of every brief.

View conversations

Opens everything your client has shared with Resonis, organised into chapters, most recent first. Click a chapter to read the messages exactly as they were written, with Resonis's replies.

Brief history

A permanent record of every closed chapter, labelled with the chapter number and the date the session was held. Open one to see its brief exactly as it was, including the mood at the time. Briefs appear here once you log a session.

Notes

Your own private notes for each client, marked "**Private to you only**". Type a note and click **Save note**; each one is dated automatically. Notes are never visible to your client, and Resonis never writes them.

+ Log session

Closes the current chapter after a session and starts a fresh one (see section 4). The button briefly shows "Session logged!" to confirm, and your session count goes up by one.

Two switches, set for each client.

You'll find both on the client's brief, just above the four buttons.

Journey view

Controls whether your client can see their own **"Your journey"** tab: a gentle, reflective look back at how their mood has moved across chapters, the themes that keep coming up, a moment worth keeping, and where they're headed.

- It's **off** for every new client, so you choose when it's right.
- It only ever shows the shared parts of a brief. **Flags are never shown** in the journey view.
- While it's off, your client sees a simple message: "Your coach will turn this on when the time is right."

Email me about flags

When it's on, Resonis emails you when a brief raises ordinary flags, at most once per chapter. The email is called "Resonis: a note on [client name]". When it's off, simply check the dashboard instead.

This switch has nothing to do with the safety check in section 8. Anything serious always emails you, whatever this switch is set to.

Both switches carry over. Once you've set them for a client, they stay the same in future chapters until you change them.

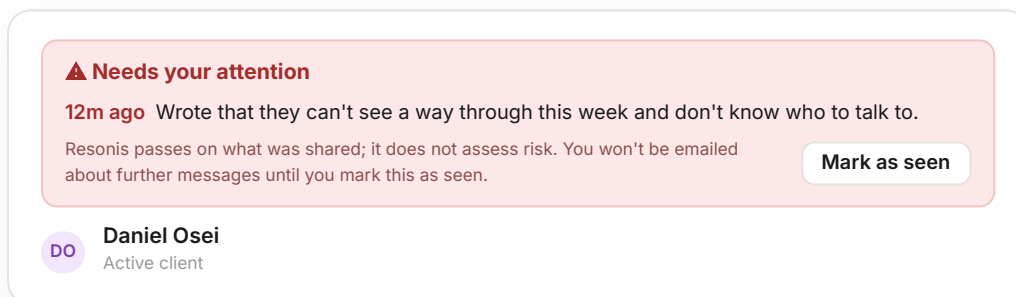
A quiet safety net, just in case.

Coaching clients rarely need this, and we hope yours never do. But if it's ever needed, here's exactly what happens.

What Resonis does

Every message your client sends is checked for signs of something serious, such as a risk to their safety or someone else's. If something is picked up:

- **Your client** is gently pointed to their local emergency number and to free, confidential support wherever they are at findahelpline.com. They're told you may not see their message straight away, so they shouldn't wait for you.
- **You** get an email within minutes, called "Resonis: please take a look - [client name]".
- **On your dashboard**, the client shows **Needs attention** under their name, and a red notice appears at the top of their brief.



The notice at the top of a brief (fictional example).

How the emails work

- You get **one email per situation**. Any further messages are added to the notice on your dashboard instead.
- If it's still unseen 12 hours later and more messages have come in, you get **one reminder**. Never more than two emails in all.
- Click **Mark as seen** when you've read it. That closes the situation, and anything new later starts a fresh one.

What it asks of you

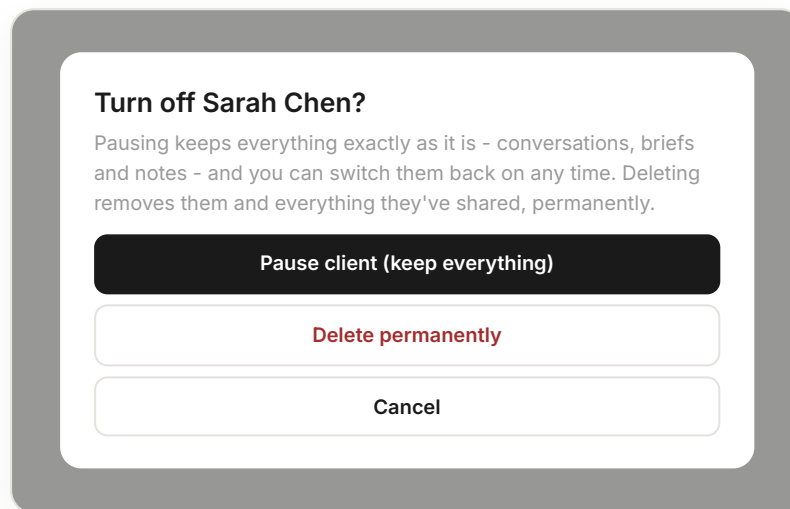
Resonis passes on what your client shared, close to their own words. It doesn't assess risk or give advice, and you're not expected to be on call. Use your own judgement about whether to reach out before your next session, and in what way. If a client needs more than coaching can offer, help them find the right professional support, as you would without Resonis.

Pause to keep everything. Delete only when you're sure.

Every client in your list has an on/off switch next to their name.

Turning a client off

Nothing happens the moment you click the switch. You'll always see a choice first:



The choice you see when you switch a client off.

- **Pause client (keep everything):** switches them off straight away. Their conversations, briefs and your notes are all kept. Switch them back on at any time, as long as you have room under your client limit.
- **Delete permanently:** takes you to one more screen. To confirm, type **DELETE** in the box. The button stays greyed out until you do, so you can't delete anyone by accident.

Deleting can't be undone. The client and everything they've shared (every conversation, every brief and your notes) is gone for good. If there's any chance you'll need it, pause instead.

What a paused client sees

If a paused client signs in, they see a simple message instead of the app: *"This account is currently paused. Your coach has paused access for now. If you think this isn't right, please get in touch with them directly."* Nothing about their account changes, and when you switch them back on they pick up where they left off.

Simple, honest, and easy to stop.

Your first month is \$19.99. After that, Resonis is \$49 a month per coach. Your clients join free.

Payments and receipts

Payments are handled securely by Stripe, by card or PayPal, in US dollars. Your bank converts the amount automatically and may add a small conversion fee. Stripe emails you a receipt each month.

30-day money-back guarantee

If Resonis isn't right for you, email michael@getresonis.com within 30 days of your first payment for a full refund. Your access ends when you're refunded.

Cancelling

Email michael@getresonis.com at any time. You keep access until the end of the period you've already paid for, and you won't be charged again.

If a payment fails

Stripe emails you a secure link to update your card, and tries the payment again a few times over the following weeks. Your access carries on as normal while it does. If the payment still can't be taken, your subscription ends.

When a subscription ends

- Your account and your clients' access are **paused, not deleted**. When you sign in, you'll see "Your Resonis subscription has ended", with how to come back.
- Your clients see the normal paused message. It doesn't mention payment.
- Everything is kept for **30 days**. After that, it's permanently deleted, as described in our Privacy Policy.

Coming back

Subscribe again at getresonis.com **using the same email address**, within 30 days. Your account and your clients come back exactly as you left them, and we'll email you a "Welcome back". Any clients you'd paused yourself stay paused until you switch them on.

A real person, when you need one.

Support page

Quick answers to common questions, both guides, and what to do if someone is in crisis:
getresonis.com/support.html

Email

michael@getresonis.com. We reply within 24 to 48 hours on working days.

For your clients

The client guide explains Resonis in plain words, from the client's side:
getresonis.com/manuals/client-manual.pdf

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