resonis

FOR COACHES

Coach Guide

Everything you need to set up Resonis, add your clients, log your sessions and get the most from every client overview.

You do the coaching. Resonis does the noticing.

getresonis.com · Version 6, November 2026

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Every screen in this guide is the real Resonis app. The coach, Emma, and her clients Sarah, Amira, Jess and Tom are fictional.

1 · WELCOME

You do the coaching. Resonis does the noticing.

Resonis keeps track of every client between sessions: what they committed to, what keeps slipping, how they're really doing, and the question to open your next session with.

It works in two ways, and you choose for each client.

After every session: your notes

You type, paste or upload your session notes. Resonis picks out the wins, commitments, patterns, a focus for next time and a question to open with. You check every line before anything is saved. This works for every client, whether or not they ever use Resonis themselves.

Between sessions: check-ins

If you invite a client, they can check in whenever something's on their mind, typing or talking into their phone. Resonis listens and reflects back what they've said, never advises, and helps them notice what they'd like to bring to you. You get a short brief before you meet.

Both come together in one **client overview**, so you can walk into every session knowing where things stand.

WHAT RESONIS DOES

- ✓ Keeps track of commitments, patterns and progress from your session notes.
- ✓ 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.
- ✓ Gives you a clear overview before you meet.

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 never coaches your clients. That's your job.

Resonis is built for coaching clients. 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 9 explains how.

2 · GETTING STARTED

From sign-up to your first client in a few minutes.

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

Your sign-up link

After you start your free trial on getresonis.com, we email you within minutes. The email is called "Your Resonis free trial has started - set up your account". It also tells you the date your trial ends. Click **Set up your account** to begin.

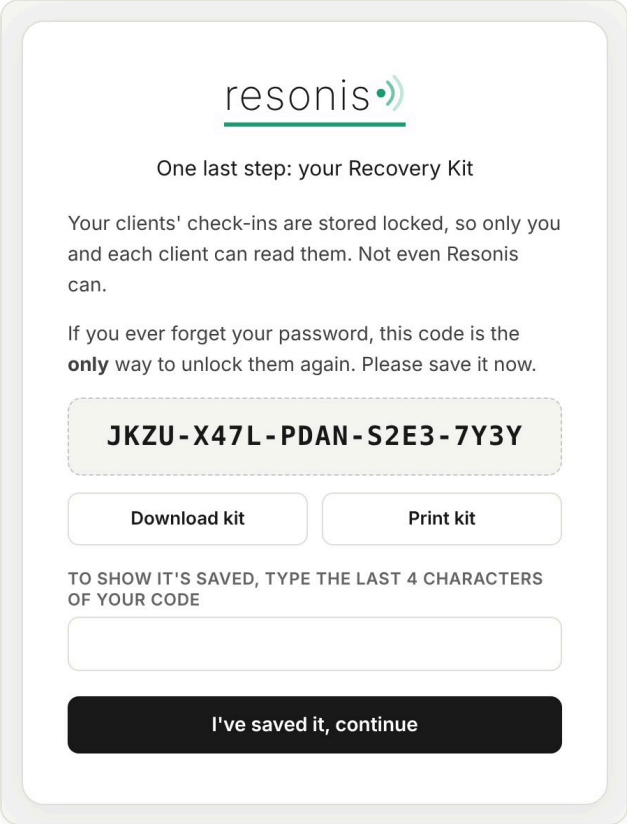
> Can't find it? Check your spam or junk folder. Still nothing after ten minutes? Email michael@getresonis.com and we'll sort it out personally.

Creating your account

The link opens a short form. Your email is already filled in, because it's tied to your subscription. Add your full name, choose a password of at least 8 characters, and click **Create account**. The link works once only, so please don't share it.

Your Recovery Kit

Next, Resonis shows you your Recovery Kit. Everything you and your clients write is locked with a key that only you hold, so this code is the only way back in if you ever forget your password.



Your Recovery Kit appears once, when you first sign in.

1. Click **Download kit** or **Print kit**, and keep it somewhere safe, away from your computer password.
2. Type the last 4 characters of your code to show it's saved.
3. Click **I've saved it, continue**.

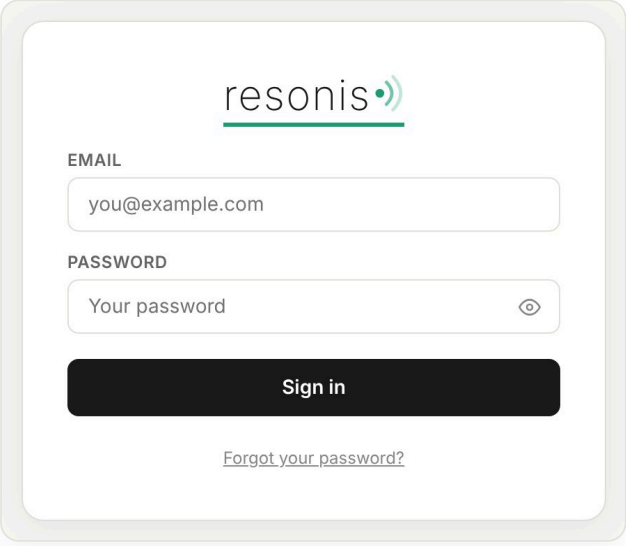
You can see your kit again any time from **Recovery kit** in the top bar.

Keep it safe. If you lose both your password and your recovery code, the notes and check-ins stored so far can't be unlocked, by you or by anyone at Resonis. Section 8 explains why.

Signing in

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

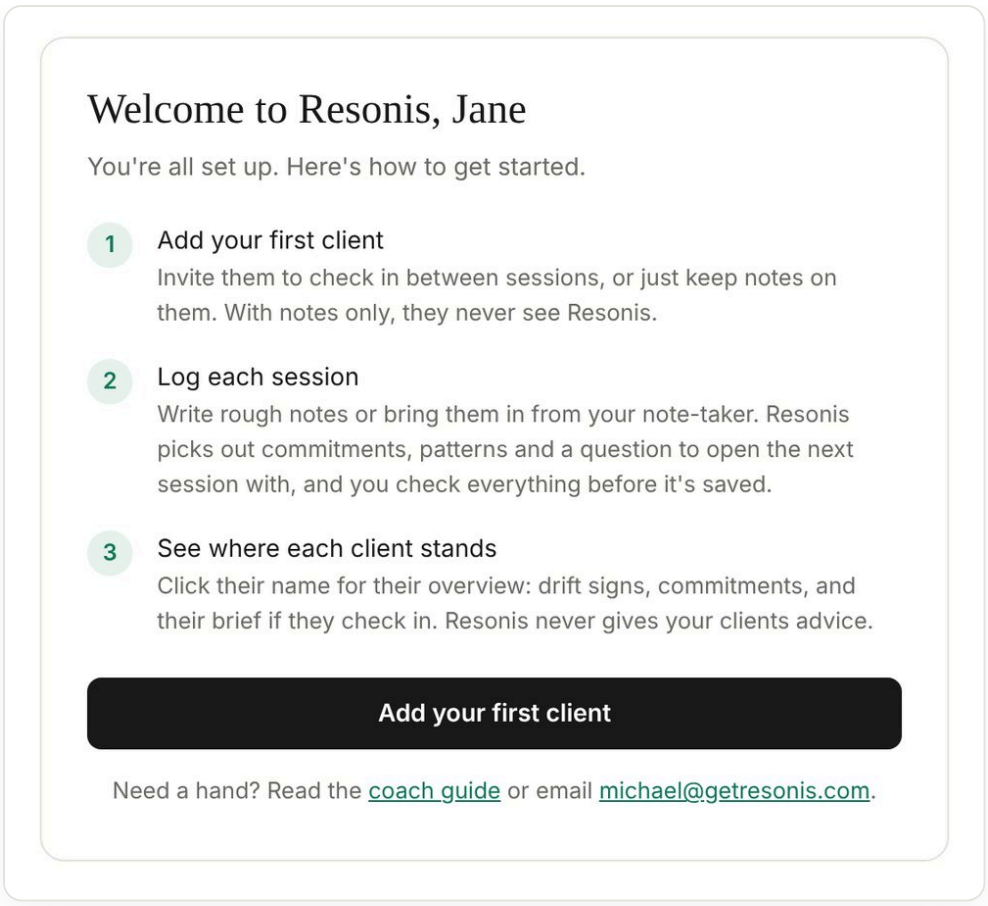
If you forget your password: click **Forgot your password?**, enter your email, and follow the link we send you to choose a new one. The first time you sign in afterwards, Resonis asks for your recovery code to unlock everything again.



Signing in at resonis.app.

Your first look

Until you add a client, your dashboard shows a short welcome with three steps and an **Add your first client** button.

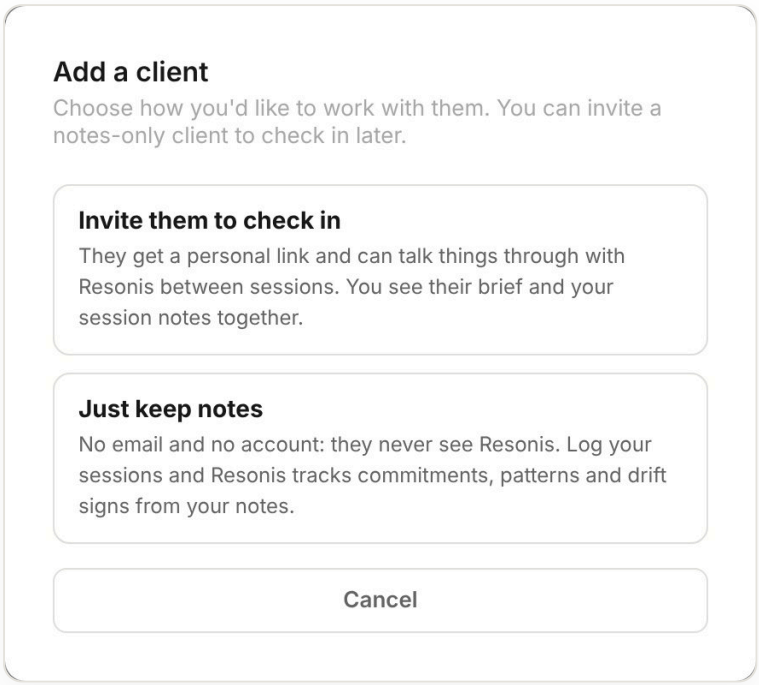


A brand-new dashboard.

3 · ADDING CLIENTS

Two ways to add a client.

Click **+ Add a client** at the top of your client list and choose how you'd like to work with them.



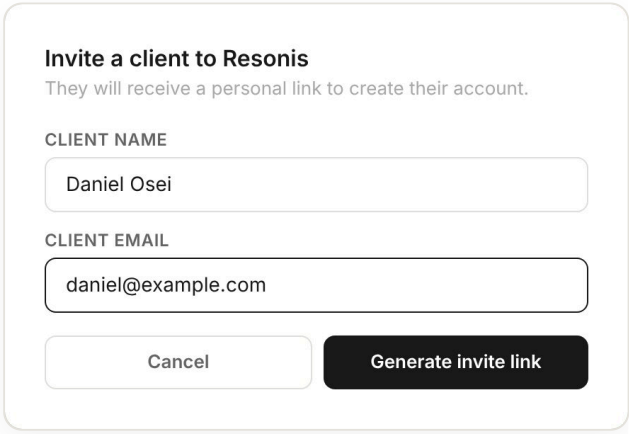
You can always invite a notes-only client to check in later.

Invite them to check in

Choose this when your client would like somewhere to put what's on their mind between sessions.

1. Choose **Invite them to check in**.
2. Enter your client's name and email address.
3. Click **Generate invite link**.

Resonis emails your client straight away, using your first name, and tells them you can read what they share. You'll also see the link on screen with a **Copy link** button, if you'd rather send it yourself. Each link works once. If a client never finishes signing up, send a fresh invite.



The invite form.

Before you invite someone

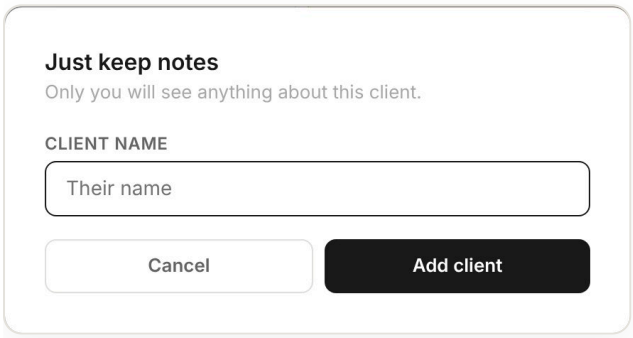
We suggest a quick conversation first, so your client knows what to expect. Tell them:

- 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;
- that it isn't homework. Checking in is always their choice.

Wording you can use. The "What your clients know" page has a short message you can copy and send: getresonis.com/consent.html. The Client Guide explains Resonis from their side: getresonis.com/manuals/client-manual.pdf.

Just keep notes

Choose this for a client who doesn't want to check in, or when you'd simply like Resonis to keep your session notes organised. Enter their name and click **Add client**.



A notes-only client needs only a name.

- There's no email and no account. They never see Resonis, and Resonis never contacts them.
- Their overview builds from your session notes alone.
- To invite them later, open their overview and click **Invite to check in**. Everything you've logged carries over.

It's still good practice to tell them you use Resonis to keep your notes, as you would with any note-taking tool.

Your client limit

Your subscription includes up to 25 active clients who check in (5 during your free trial; it goes up to 25 as soon as your subscription starts). You'll see where you are under your client list, for example "3 of 25 active clients · 1 invited".

- **Notes-only clients don't count**, and you can have up to 100 of them.
- Paused clients don't count either. Pausing someone frees up a place.
- Invitations that haven't been accepted yet do count, so you can't accidentally go over. Invitations older than 30 days stop counting.

Working with more than 25 clients who check in? Email michael@getresonis.com and your limit can be raised the same day.

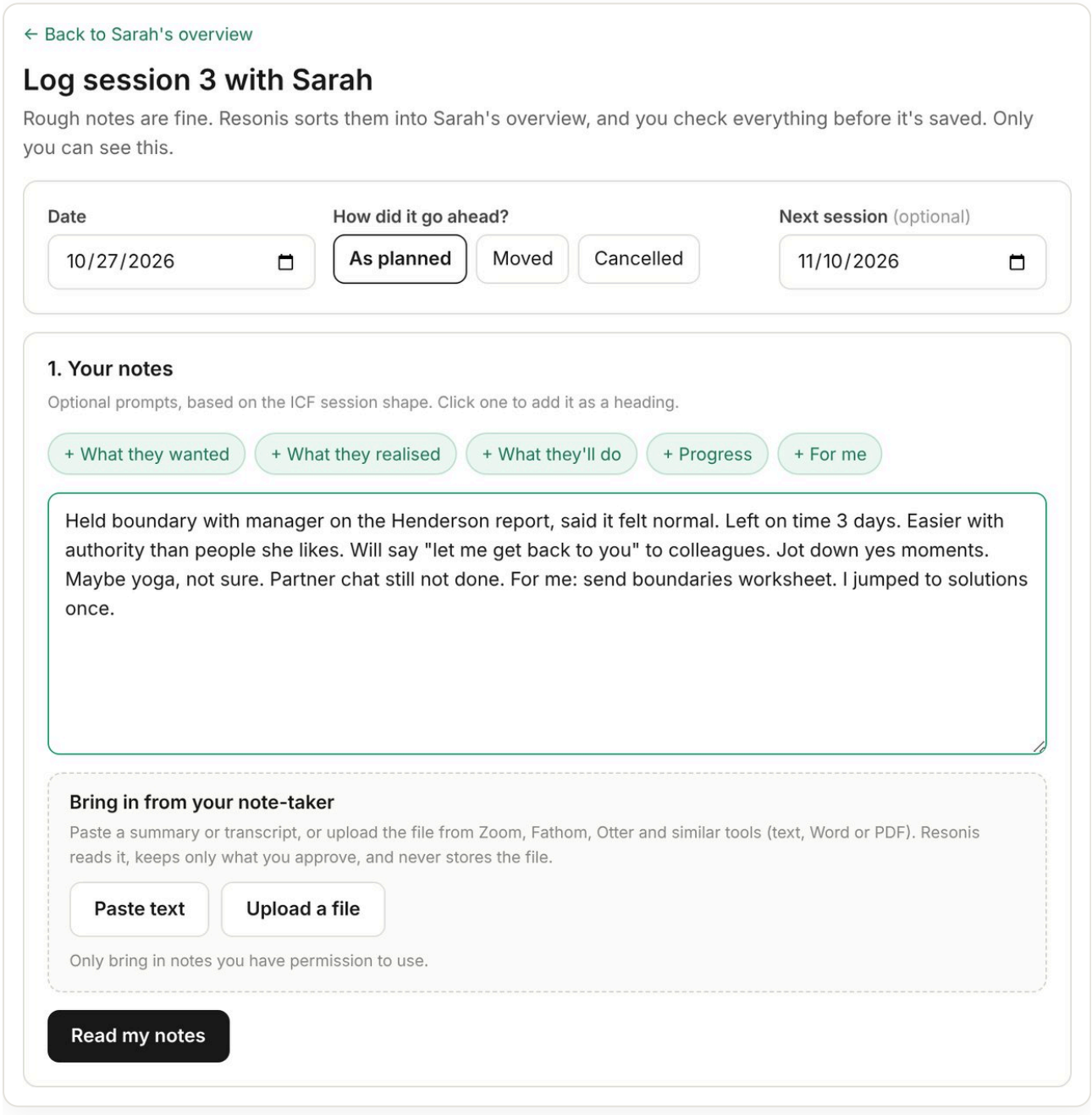
4 · AFTER EVERY SESSION

Five minutes after a session, and nothing gets lost.

Open the client's overview and click **+ Log session**. It works the same for every client.

1. Add your notes

Fill in the date and whether the session went ahead as planned, was moved, or was cancelled. Add the date of the next session if you know it. Then write your notes. Rough notes are fine.



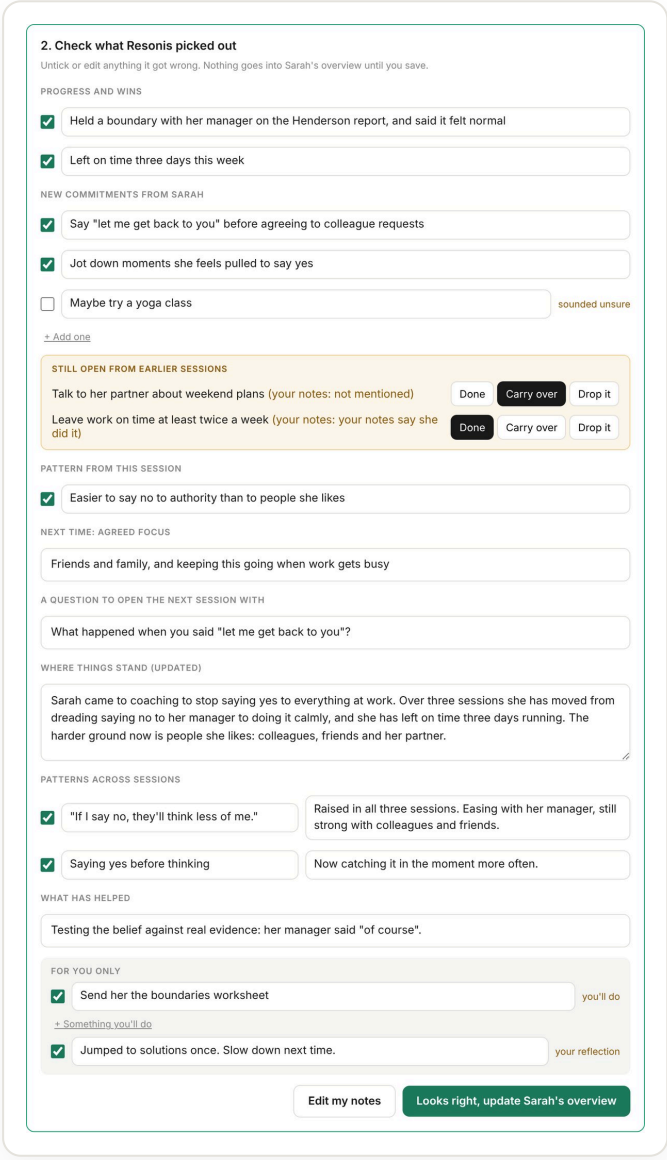
Logging session 3 with Sarah.

- **Optional prompts.** The buttons above the box are based on the ICF session shape: **+ What they wanted**, **+ What they realised**, **+ What they'll do**, **+ Progress** and **+ For me**. Click one to add it as a heading.
- **From your note-taker.** Click **Paste text** to paste a summary or transcript, or **Upload a file** for a Word document, PDF, text file or transcript file (.vtt or .srt). The text is taken out automatically and the file is never stored. Only bring in notes you have permission to use, such as a recording your client agreed to.

When you're ready, click **Read my notes**.

2. Check what Resonis picked out

Resonis sorts your notes into wins, new commitments, a pattern from this session, the focus for next time, a question to open with, where things stand, and patterns across sessions. Nothing goes into the overview until you've checked it.



Untick or edit anything it got wrong.

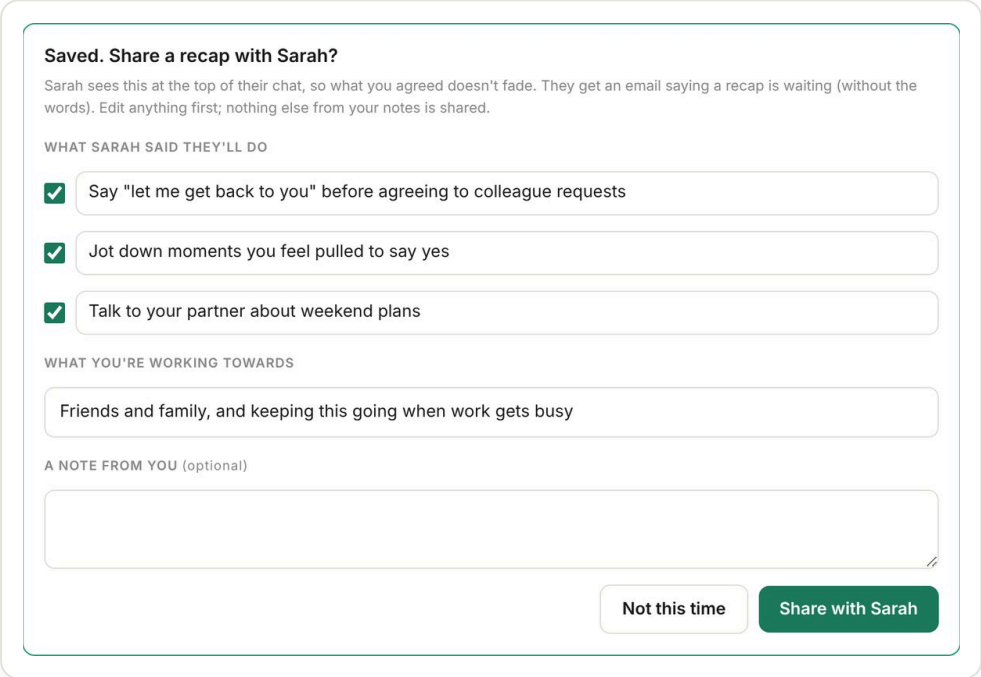
- **Tick, untick or edit** any line. Click **+ Add one** to add something it missed.

- **Unsure stays unticked.** If your client sounded unsure about something ("maybe yoga, not sure"), it's marked *sounded unsure* and left unticked until you decide.
- **Still open from earlier sessions.** Commitments from before are listed with what your notes say about them. Choose **Done**, **Carry over** or **Drop it** for each.
- **For you only.** Things you said you'd do, and your own reflection on the session. Your client never sees these.

When it looks right, click **Looks right, update [client]'s overview**. Or click **Edit my notes** to go back.

3. Share a recap (clients who check in)

For a client who checks in, Resonis then offers to share a short recap: what they said they'd do, and what you're working towards. Edit anything first and add a note if you like. Nothing else from your notes is shared.



The recap appears at the top of your client's chat.

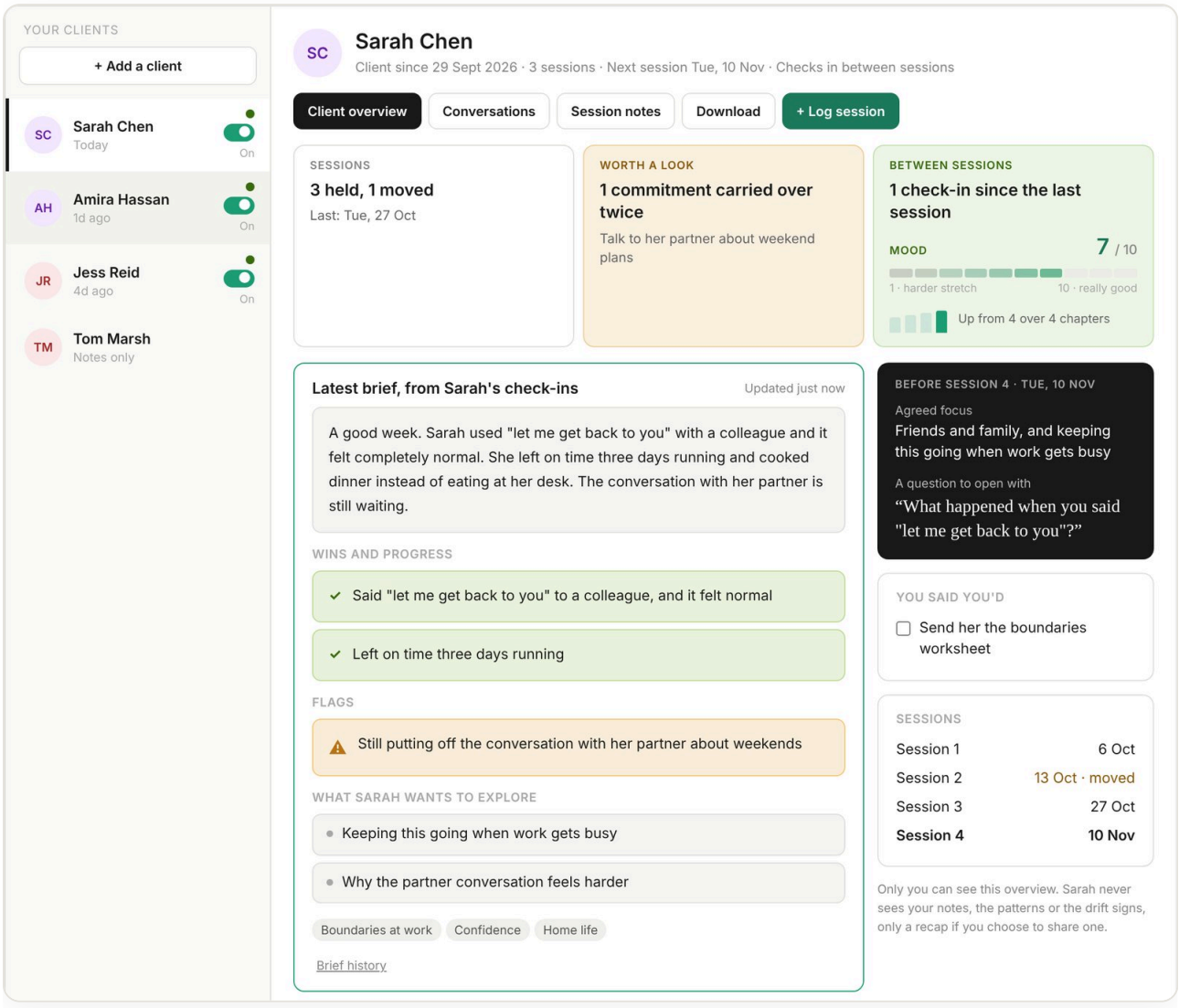
Click **Share with [client]**, or **Not this time**. Your client gets an email saying a recap is waiting. The email never contains the recap itself.

A good habit: log each session at the end of it. For clients who check in, logging also starts a fresh "chapter", so their next brief covers only what's happened since you met.

5 · THE CLIENT OVERVIEW

Everything about a client, in one place.

Click a client's name in your list to open their overview. Here's Sarah's, the evening before session 4.



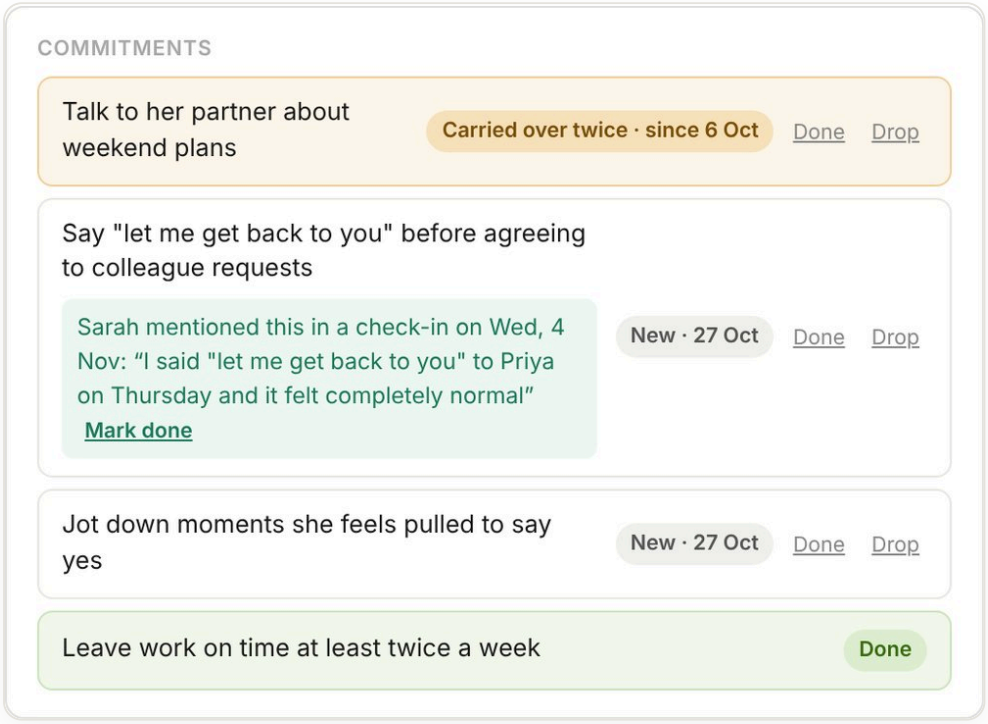
Sarah's client overview (the top part).

The three cards at the top

- **Sessions:** how many you've held, any that moved or were cancelled, and the last one.
- **Worth a look** (amber) or **Nothing stands out**: the most important sign, if there is one. See below.
- **Between sessions** (clients who check in): check-ins since the last session, and their mood from 1 to 10, with the trend across recent chapters. For a notes-only client, this card shows how their commitments are going instead.

The rest of the overview

- **Latest brief** (clients who check in): what's been happening, wins, flags, and what they'd like to explore. Section 6 has more.
- **Before session [number]:** the agreed focus and a question to open with.
- **You said you'd:** the things you promised to do. Tick them off when they're done.
- **Sessions:** each session date, with any that moved or were cancelled.
- **Where things stand:** a short picture of the client's journey so far.
- **Commitments:** every open commitment, with when it was made and how many times it's been carried over. Click **Done** or **Drop** at any time.
- **Patterns across sessions,** and what has helped.



When a check-in mentions a commitment, you'll see your client's own words underneath, with **Mark done**.

Signs worth a look

Resonis watches for the early signs that a client may be pulling away, so you can raise them calmly in your next session:

> **A commitment keeps slipping.**
> It's been carried over two or more times.

> **Sessions keep moving.**
> The last two sessions were both moved or cancelled, or the last one was cancelled.

A session wasn't logged.
A planned session date has passed with nothing logged.

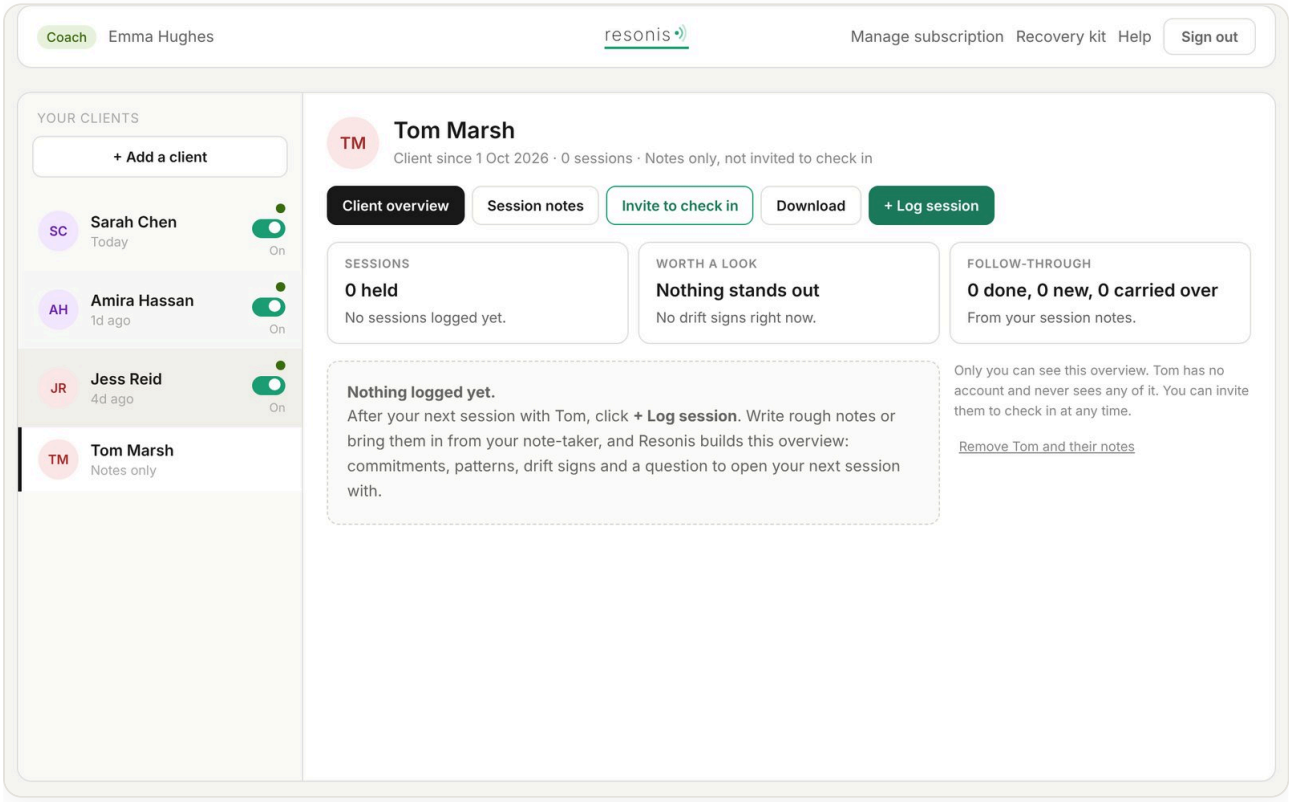
A longer gap than usual.
It's been more than 3 weeks, or more than one and a half times their usual gap, since the last session.

They've gone quiet
(clients who check in). No check-ins for 10 days or more.

Your judgement comes first. Resonis is an AI, and it can misread a note or a message. Treat the overview as a starting point, not a verdict. You know your client; Resonis doesn't.

A notes-only client

A notes-only client's overview has everything except the brief and mood, because it's built from your notes alone. Before the first session is logged, it looks like this:



Tom, a notes-only client, before his first session is logged.

6 · BETWEEN SESSIONS

For clients who choose to check in.

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

Chapters

A chapter is the time between two of your sessions. Every check-in goes into the current chapter, and the brief always covers the current chapter. When you log a session, the chapter closes and a fresh one starts. The closed chapter's brief is saved in **Brief history**, so nothing is lost.

When a brief appears and refreshes

- 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.
- Each brief draws on all of the check-ins in the chapter, not just the latest one.

The parts of a brief

- **Summary:** what's been happening since you last met.
- **Wins and progress:** steps taken and moments they handled something differently, kept close to their own words. Resonis never invents or inflates a win.
- **Flags:** concerns or patterns that may be worth raising. Good news never goes here, so a good week often has none. They're notes for you, never shown to your client.
- **What they want to explore,** and **themes**.
- **Mood from 1 to 10,** shown on the overview with the trend. Your client never sees the score.

When a client has doubts

If a client says they're unsure the coaching is helping, or they're thinking of taking a break, the brief includes a calm flag close to their own words. Resonis never guesses at doubts a client hasn't expressed, and never tries to persuade them to stay. The flag is there so you can talk about it openly and early.

Spotting a client who's going quiet

Under each name in your client list, a small grey time shows when they last checked in. If an active client hasn't checked in for a week or more, it changes to an amber *Quiet for 9 days* label. A quiet client isn't necessarily a problem, but it's a gentle prompt to ask how the week has really been.

A simple rhythm to suggest

There's no right way to use Resonis, but many clients get the most from a light rhythm around each session:

- **After the session,** once it's sunk in: how it felt, and what stayed with them.
- **In between,** whenever something comes up.
- **Before the next session:** anything pressing they'd like to talk about. A check-in at least an hour before you meet is the safest way to be sure it's in the brief.

Resonis doesn't send reminders or chase your clients. If a client goes quiet, you'll see it.

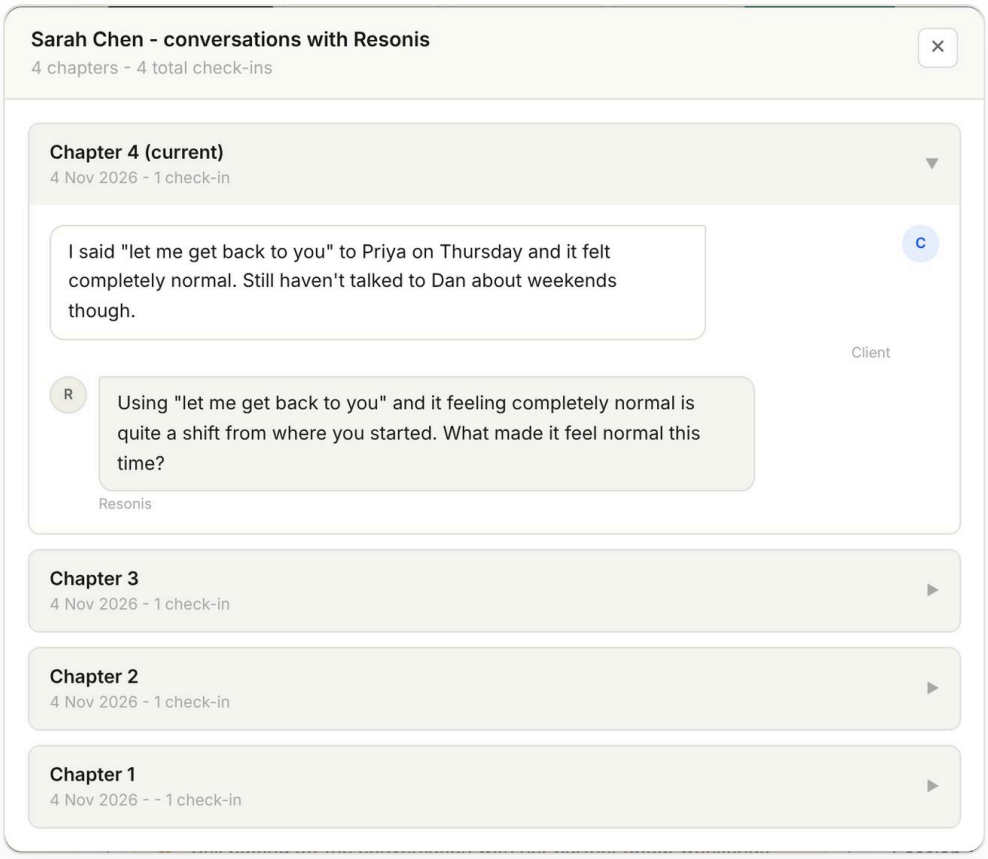
7 · YOUR OTHER TOOLS

Everything else is one click away.

The buttons along the top of every overview.

Conversations (clients who check in)

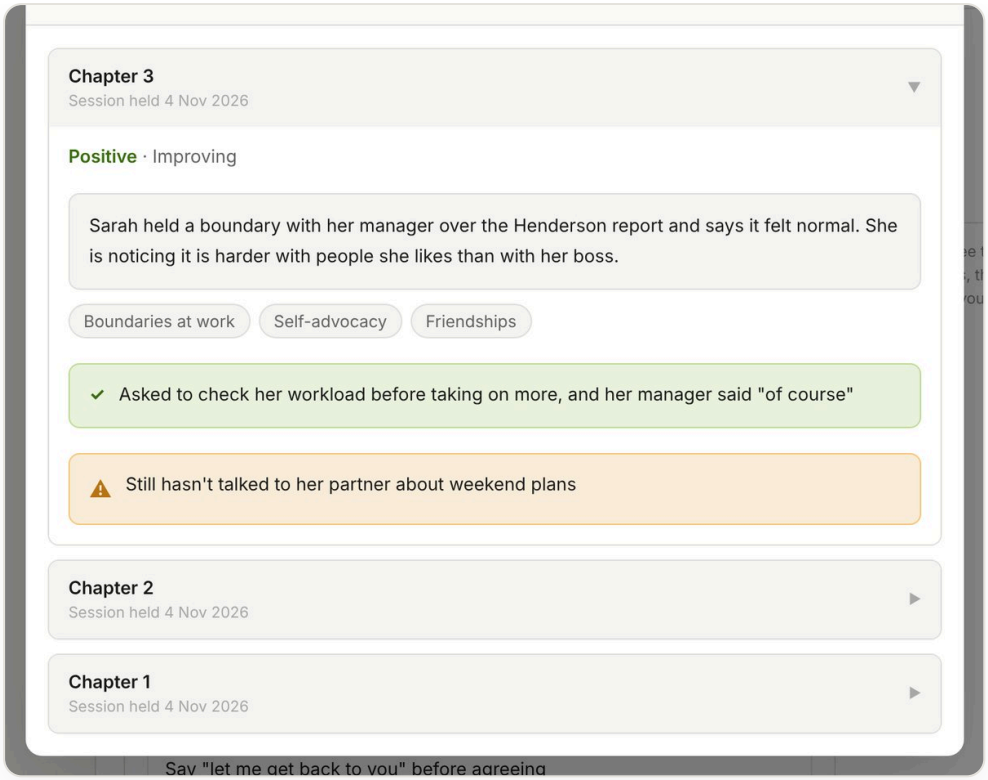
Everything your client has shared with Resonis, organised into chapters, most recent first. Click a chapter to read the messages exactly as they were written, with Resonis's replies.



The full conversations, whenever you want them.

Brief history

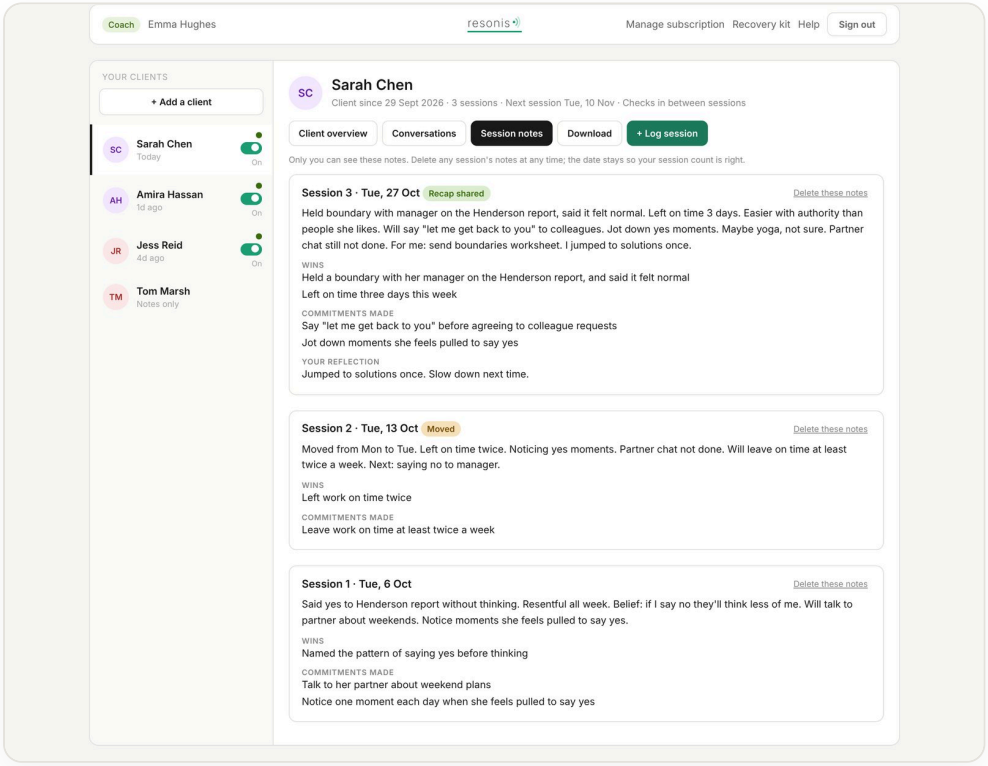
Click **Brief history** under the latest brief to see the brief from every closed chapter, exactly as it was, including the mood at the time.



Brief history.

Session notes

Every session's notes, newest first, with the wins, commitments and reflections you saved. A session marked *Recap shared* shows that you shared a recap. Click **Delete these notes** to remove one session's notes; the date stays so your session count is right.



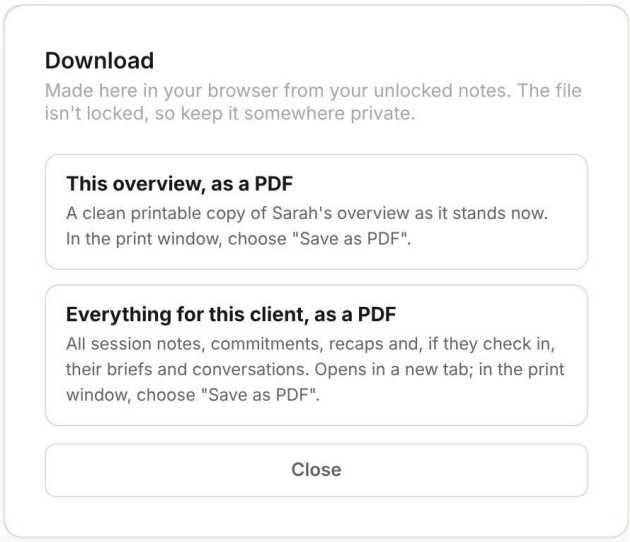
Session notes.

Download

Click **Download** for a copy you can keep or bring to a session:

- **This overview, as a PDF:** a clean printable copy of the overview as it stands. In the print window, choose "Save as PDF".
- **Everything for this client, as a PDF:** all session notes, commitments and recaps, and, if they check in, their briefs and conversations.

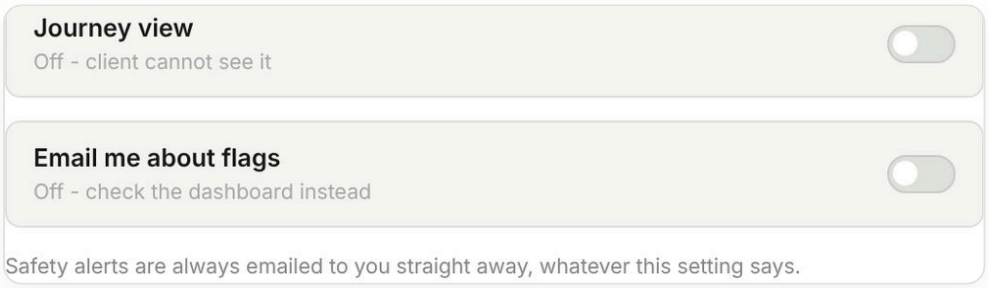
A download isn't locked. It's made in your browser from your unlocked notes, so keep it somewhere private.



Two kinds of download.

Client settings (clients who check in)

Two switches at the bottom of the overview, set for each client. They stay as you set them in future chapters.



Both are off for every new client.

- **Journey view:** lets your client see their own "Your journey" tab, a simple look back at their themes, general mood and what they've wanted to explore over the weeks. It never shows flags or the mood score. While it's off, they see "Your coach will turn this on when the time is right."
- **Email me about flags:** Resonis emails you when a brief raises ordinary flags, at most once per chapter, in an email called "Resonis: a note on [client name]". This has nothing to do with the safety check in section 9, which always emails you.

8 · PRIVACY AND YOUR RECOVERY KIT

Locked with your key, so only you can read it.

What your clients share stays between you and them.

What's locked

Everything written about a client is locked before it's stored: check-ins, briefs, session notes, commitments, patterns, recaps and safety alerts. It's locked with a key that only you hold, and it unlocks in your browser, not on our servers. A client's own words, and any recap you share, are also locked with their key so they can read them. Nobody at Resonis can read any of it.

To write a reply or a brief, or to read your notes, the words are sent encrypted to our server and then to our AI provider, Anthropic. This happens automatically. Nobody at Resonis sees them, and they're locked with your key before anything is stored.

What Resonis can see

To run the service, a few details are kept unlocked: names, email addresses, session dates and whether a session went ahead, whether a commitment is open or done, and counts such as how many check-ins there have been. None of these contain what anyone wrote. Names and email addresses are used only to run Resonis, and are never added to a mailing list, shared or sold.

Who sees what

YOUR CLIENT CAN SEE

- ✓ Their own check-ins.
- ✓ Any recap you choose to share.
- ✓ Their journey view, only if you turn it on.

ONLY YOU SEE

- × Your session notes and reflections.
- × The brief and the mood score.
- × Patterns, flags and anything worth a look.
- × The things you said you'd do.

If you forget your password

Reset it as usual (section 2), then enter your recovery code the first time you sign in. Everything unlocks again. If you've lost both your password and your recovery code, you can start a fresh lock: your clients and account stay as they are, and everything from then on works normally, but earlier items show as locked and can't be shown. That's what keeps them private.

If a client resets their password, you still see everything. They can no longer see their own earlier conversations, but they can carry on checking in as normal.

Full details are in our Privacy Policy: getresonis.com/privacy.html

9 · IF SOMETHING SERIOUS COMES UP

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 a 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]". It never contains what your client wrote; you read it in Resonis.
- In your client list, the client shows *Needs attention*, and a red notice appears at the top of their overview.

How the emails work

- You get one email per situation. Any further messages are added to the notice 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. Anything new later starts a fresh situation.

The safety emails always come, whatever the "Email me about flags" switch is set to.

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. If a client needs more than coaching can offer, help them find the right professional support, as you would without Resonis.

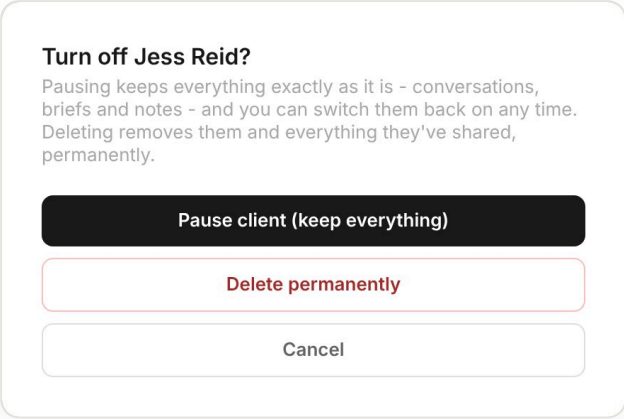
10 · PAUSING OR REMOVING A CLIENT

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

Every client who checks in has an on/off switch next to their name.

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

- **Pause client (keep everything)** switches them off straight away. Everything is 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. Type DELETE in the box to confirm, so you can't delete anyone by accident.



The choice you see when you switch a client off.

Deleting can't be undone. The client's account and everything kept about them (conversations, briefs, session notes and commitments) is deleted straight away. 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." When you switch them back on, they pick up where they left off.

Removing a notes-only client

Notes-only clients don't have a switch. Open their overview and click **Remove [name] and their notes**. You'll be asked to confirm, and it can't be undone.

11 · YOUR SUBSCRIPTION

Simple, honest, and easy to stop.

Start with a 14-day free trial. After that, Resonis is $69 a month per coach. Your clients join free.

Your free trial

- Your first 14 days are free. You add a card or PayPal to start, but nothing is charged during the trial.
- During the trial you can have up to 5 active clients who check in, plus any number of notes-only clients up to 100. The limit goes up to 25 as soon as your subscription starts.
- We email you a reminder 3 days before your trial ends, with the date and how to cancel.
- If you carry on, $69 is charged automatically on the day your trial ends, and monthly after that.
- One free trial per person. If you've had an account or trial before, your subscription starts straight away.

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

Cancelling

Any time, in a couple of clicks. Click **Manage subscription** in the top bar (or use the link on our support page), enter your email, and Stripe sends you a secure link where you can cancel or update your card. You can also email michael@getresonis.com.

Cancel during your free trial and you won't be charged; your access carries on until the trial ends. Cancel later and you keep access until the end of the month you've already paid for.

If a payment fails

At the end of your free trial: if the first payment doesn't go through, your account is paused straight away (nothing is deleted) and we email you. Update your card and it comes back automatically as soon as a payment succeeds.

Later on: Stripe emails you a secure link to update your card, and tries again a few times over the following weeks. Your access carries on 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, and your clients see the normal paused message, which doesn't mention payment. Everything is kept for 30 days, then permanently deleted. Subscribe again at getresonis.com with the same email within 30 days, and everything comes back exactly as you left it.

12 · GETTING HELP

A real person, when you need one.

See how it works

Two weeks with a sample client, screen by screen: getresonis.com/sample-overview.html

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 from the client's side: getresonis.com/manuals/client-manual.pdf. "What your clients know" has wording you can send them: getresonis.com/consent.html

You do the coaching. Resonis does the noticing.

Resonis is provided by Michael Batey, trading as Resonis / iElevAIte, Kinmel Bay, Wales.
Terms of Service and Privacy Policy: getresonis.com/terms.html · getresonis.com/privacy.html