# kiku



# Kiku User Guide for Clients

A how-to guide on using Kiku to manage your appointments.

Make bookings, send payment, view your upcoming appointment details, message your therapist, download receipts, and reschedule and cancel arrangements, all from your dashboard.



# Using Kiku Getting started

### Join Kiku

Your therapist uses Kiku to manage their counselling practice. They'll send you an email invite to set up your free account, so you can pay for and manage your appointments with ease.

#### Set up your account in 4 simple steps:

#### 1. Open your email invitation

Please activate your account here:

Please note that this link will expire in 2 days.

Click the Activate My Account button

You have been invited to Dr Rhian Lewis's network on Kiku.

Kiku makes arranging, rearranging and cancelling your appointments quick, easy and as confidential as possible. You can find out more about our service by following the links below: Find out more Watch: How Kiku works

Activate My Account

#### 2. Set your password

Set a strong 6+ character password and click **Save** to login

Please Set Your Password
E-Mail Address *
Password *
Confirm Password *
Save

#### 3. Check your details

Go to **Kiku Account** to check your contact details and set your SMS preferences

kiku				anter Acco	ert. Find a Therapolt Logicul
	Kika Account				
Chart	Edit Account				
Kiku Account Edit Account	Enter Your Personal De	tails			
My Payment Card	754		First Name*	Last Name *	
My Appointments		~			
My Therapists	E-Mail Address *		Landline Telephone	Mobile Telephone*	
My Events					
My Finances	Date of Birth *		Receive test messages *		
Help	<b>*</b>	0	No	~	
	Enter Your Password				
	Leave the password fields blank to	ntain your current passw	ed.		
	To change your password type you	new password below. Ni	it must be at least 6 characters.		
	Password		Contiem Password		

#### 4. Add your card details

Go to **My Payment Card** and click the **Update** button to add card details for future bookings\*

Cours KNU ACCOUNT CON ACCOUNT CON ACCOUNT My Appaintormants My Davins My Fanzons Insol	Ret Name March 2004 Para or analysis and a data to strate march by the <u>Strategy</u> such a data to <u>strate strate strate</u> and <u>strate strate strate strate</u> March 2004 March	

\*Please note that your card details will be stored securely using <u>Stripe Connect</u>. They cannot be accessed by either your therapist or the Kiku team.



# Using Kiku Your dashboard

### Navigating your dashboard

With Kiku you have everything you need at your fingertips.

#### **Kiku Account**

Here you can update your personal data, text preferences and password. You'll need to re-enter your password to confirm any changes.

#### **My Payment Card**

Found in the **Kiku Account** section, here you can add or update your payment card details for future bookings.

#### **My Appointments**

View your upcoming appointments. Scroll across to the **Actions** column to **Make Payment**, or **View** the full appointment details where you can make changes to arrangements, message your therapist or print the session details.

#### **Attendance History**

View a list of your previous appointments and download individual or collated session receipts.

#### **My Therapists**

View your therapist's details and terms of business, send a direct message or make a new booking.

#### **My Finances**

Download your payment and refund overviews for your personal records.

#### Help

Access video guides and FAQs or reach out to our friendly support team for help with your account.



# Using Kiku Booking appointments

### When your therapist books you in

Your therapist will usually book your next session into their Kiku diary for you. If you have a regular session time, they might book a series of appointments in for you in advance.

#### How to pay with Kiku:

- **1.** Login to your Kiku account
- 2. Go to My Appointments. Here you'll find a list of your Upcoming Appointments
- 3. Find the session you want to pay for and scroll across to the Actions column
- 4. Click the Make Payment button
- 5. Check the payment details are correct before continuing. Click Make Payment to confirm
- 6. Once your payment has been processed, we'll send you and your therapist a message to confirm safe receipt
- 7. You can download your receipt by clicking the **View** button to open the appointment details. Scroll down to the **Downloads** section and click **Print receipt**

kiku					Inbo	Account Find a Therapist Logo
lert	My Appointments Upcoming Appo	pintments				
Kiku Account Wy Appeintments	Show 10 ventries	Time 0	Service Type 🜣	Therapist O	Payments 0	Search:
Upcoming Appointments Attendance History	Date - Wednesday 29 September 2021	12:00 pm	Treatment Session	Dr. Rhian Lewis	Not Paid	View Make Dayment
Ay Therapists Ay Events	Wednesday 6 October 2021	12:00 pm	Treatment Session	Dr.Rhian Lewis	Not Paid	View Make Payment
ty Events	Wednesday 13 October 2021	12:00 pm	Treatment Session	Dr Rhian Lewis	Not Paid	View Make Reyment
ielp	Wednesday 20 October 2021	12:00 pm	Treatment Session	Dr. Rhian Lewis	Not Paid	View Make Payment
	Wednesday 27 October 2021	12:00 pm	Treatment Session	Dr Rhian Lewis	Not Paid	View Make Payment
	Wednesday 3 November 2021	12:00 pm	Treatment Session	Dr Rhian Lewis	Not Paid	Vew Make Payment
	Wednesday 10 November 2021	12:00 pm	Treatment Session	Dr Rhian Lewis	Not Paid	View Make Payment

•••		
kiku	[Inter] [Account] [Trids Theorem ] [Lopes]	Summary Therapist Dr Rhan Lewis
Const Kike Accesset Management Annualese Hanny Management Manageme	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	Approval of the second

View your Upcoming Appointments

Pay using Kiku



# Using Kiku Booking appointments

### When you book yourself in using Kiku

View your therapist's availability and book a session using your Kiku account anytime, anywhere.

#### How to book:

- 1. Go to My Therapists
- 2. Find your therapist's details. From here you can send them a direct message, view their terms of business and book your next appointment
- 3. Click on Make A Booking to view their availability across the next 6 days
- 4. Click on your chosen appointment time
- 5. Select the Service, Session Type and Session Format you require. In Session Type select Treatment Session
- 6. Click **Submit** and check that the booking details in the right-hand **Summary** panel are correct before making payment to confirm your booking

We'll send you and your therapist a message confirming your appointment. You can view your appointment details in the My Appointments section of your Kiku account.

•••	• • •
Image: Section of the sec	Solution     Assessment year produced day. You can bank up to 6 days in advance.     Solution     Solution

Make a booking with Kiku

Choose a session and pay



# Using Kiku Changing appointments

### **Rescheduling an appointment**

With Kiku you can reschedule your appointment to a new time across the next week in just a few clicks.

Please note that your therapist's cancellation policy applies when rescheduling, so be sure to provide sufficient notice to avoid any charges.

#### How it works:

1. Go to My Appointments

- 2. Find the booking you'd like to change and click the **View** button
- **3.** Click **Reschedule Appointment** We'll let you know if there will be a charge under your therapist's cancellation policy.
- 4. View your therapist's availability across the next 6 days
- 5. Select a new appointment time, add a note for your therapist and click **Reschedule**

If you need to reschedule for a later date, please contact your therapist directly to arrange this.

100

Reschedule an appointment

View availability and select your new session



# Using Kiku Changing arrangements

### Cancelling an appointment

Cancelling a session using Kiku is quick and easy.

Your therapist's cancellation policy can be found in **My Therapists** or on their Kiku profile. Please familiarise yourself with this so you know how much notice they require.

#### How it works:

 Go to My Appointments
Find the appointment you want to cancel in your Upcoming Appointments list
Scroll across to the Actions column and click View
Click the Cancel Appointment button We'll let you know if there'll be any charge for the cancellation under your therapist's policy.
Click the Cancel Appointment button to confirm

We'll let your therapist know and, if you paid using Kiku, we'll refund any money owed back to your card.

• • •			• • •	
Com Ros extent La constance and La constance La constance and La constance La constance	Ny Ageneratian Your appointment with Dr Rhian Lewis Son Priday, 10 Colored 2021 at 11:00 am - 12:00 pm Appointment Detaile Margament Mar	Period Active Sector	Line Line Line Line Line Line Line Line	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>

Cancel an appointment

Check for charges and confirm



## Need more information?

If you haven't found the answers you're looking for, or you need further assistance: Visit: **wearekiku.com/help** 

Or contact our friendly support team at: Email: **support@wearekiku.com** 



Connect with us @WeAreKiku