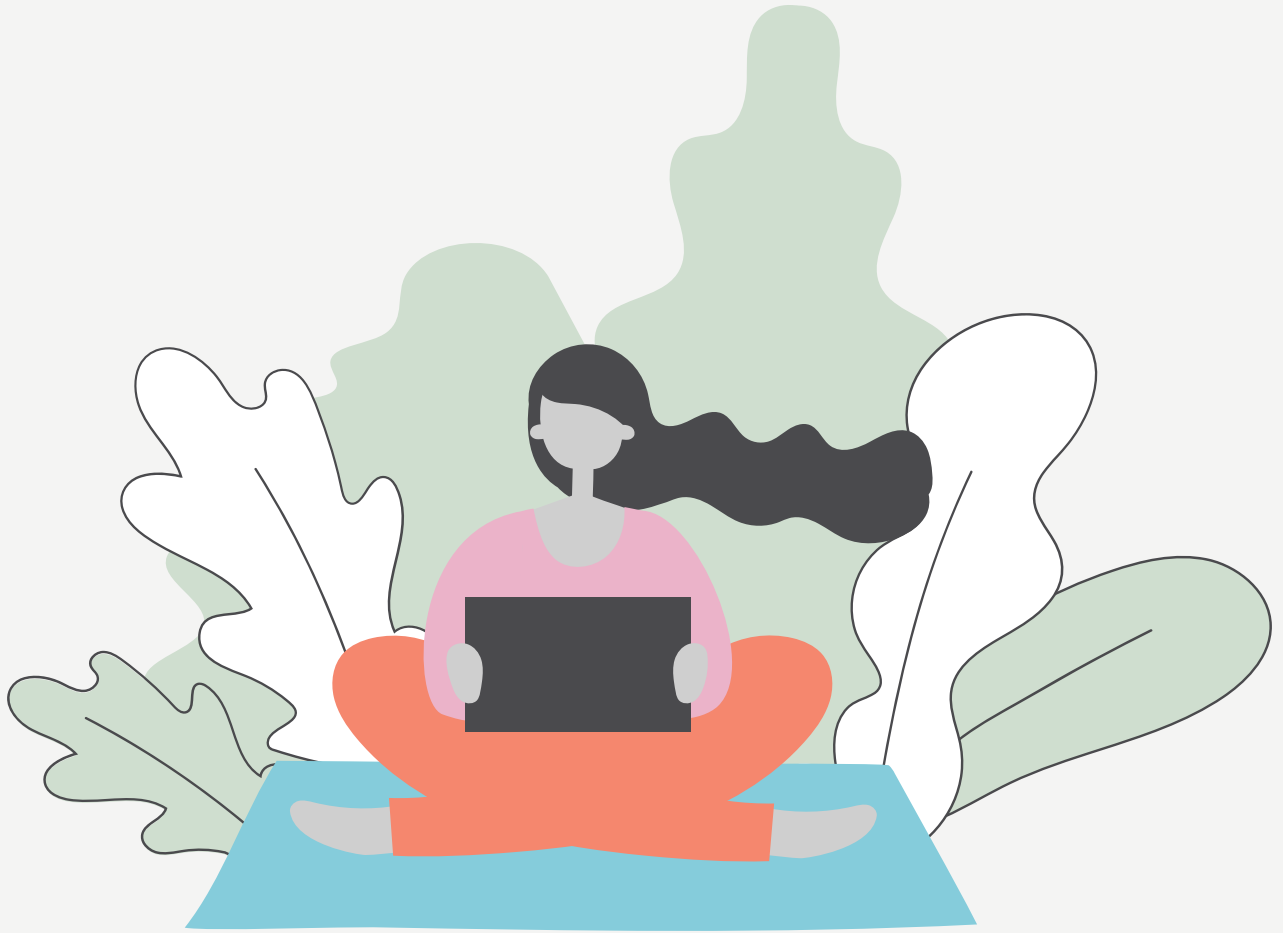


kiku



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.

wearekiku.com

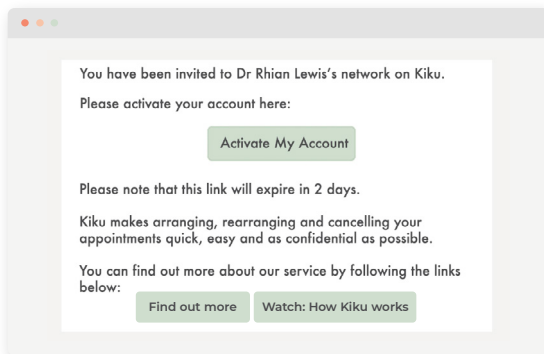
Join Kiku

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:

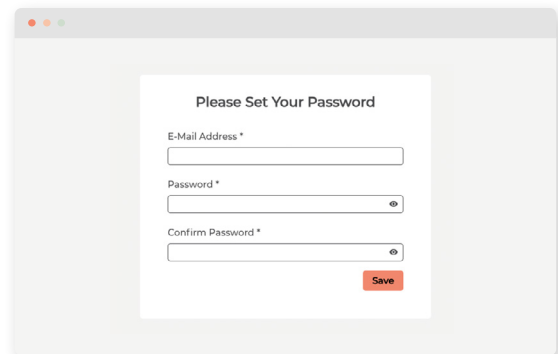
1. Open your email invitation

Click the **Activate My Account** button



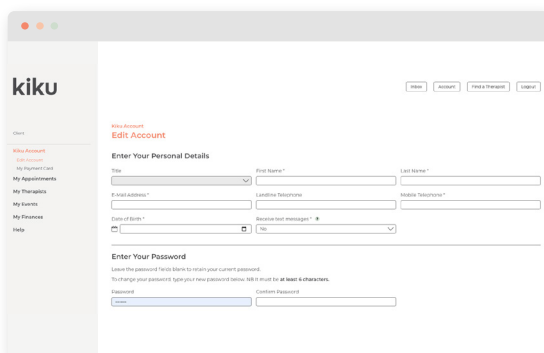
2. Set your password

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



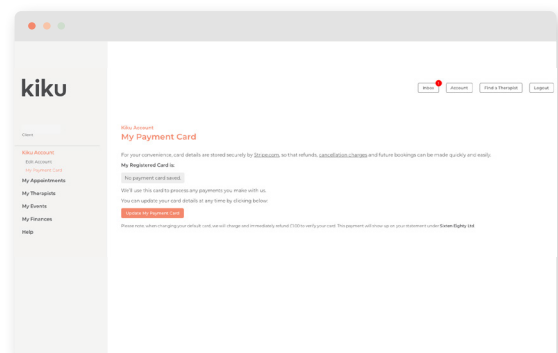
3. Check your details

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



4. Add your card details

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



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

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

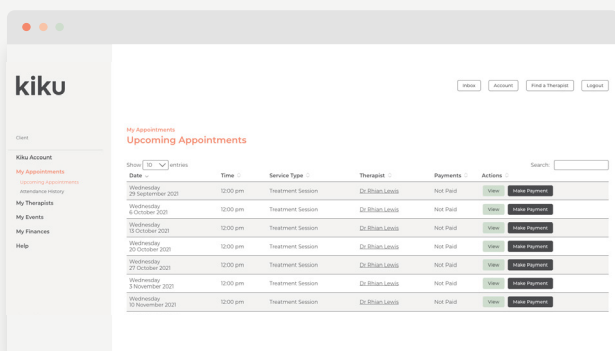
Access video guides and FAQs or reach out to our friendly support team for help with your account.

When your therapist books you in

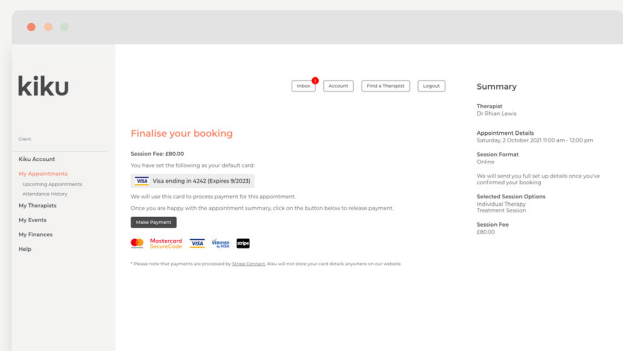
Your therapist will usually book your next session into their Kiku diary for you. If you have a regular session time, they might book a series of appointments in for you in advance.

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**



View your Upcoming Appointments



Pay using Kiku

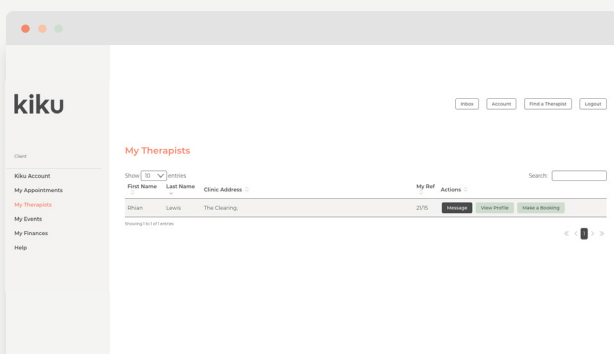
When you book yourself in using Kiku

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

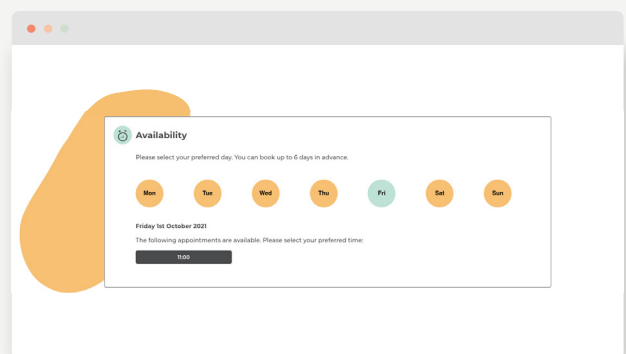
How to book:

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.



Make a booking with Kiku



Choose a session and pay

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

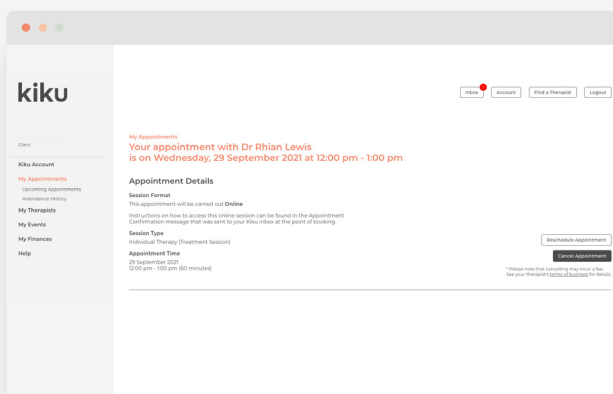
3. Click **Reschedule Appointment**

We'll let you know if there will be a charge under your therapist's cancellation policy.

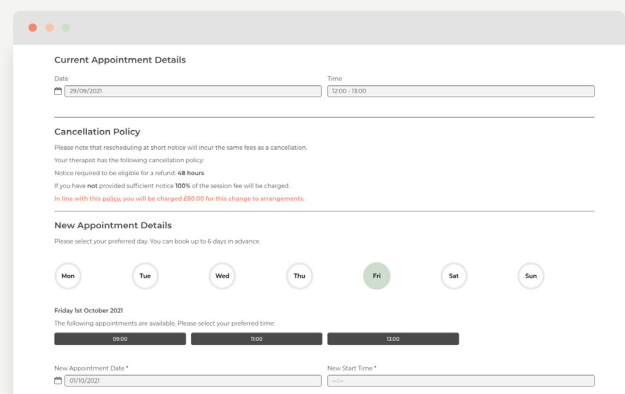
4. View your therapist's availability across the **next 6 days**

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.



Reschedule an appointment



View availability and select your new session

Cancelling an appointment

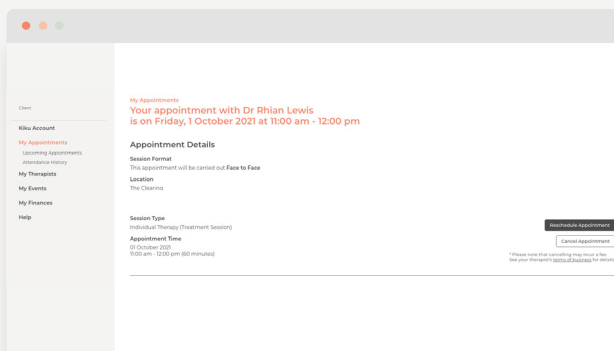
Cancelling a session using Kiku is quick and easy.

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.

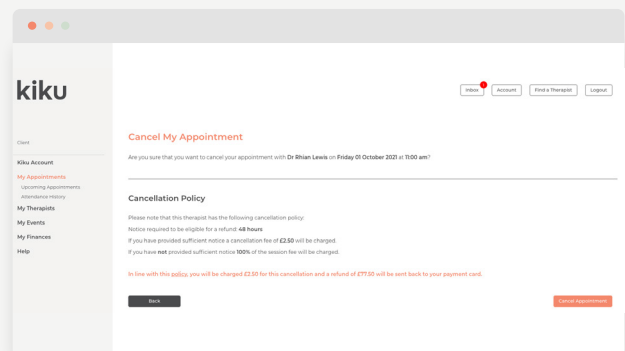
How it works:

1. Go to **My Appointments**
2. Find the appointment you want to cancel in your **Upcoming Appointments** list
3. Scroll across to the **Actions** column and click **View**
4. Click the **Cancel Appointment** button
We'll let you know if there'll be any charge for the cancellation under your therapist's policy.
5. 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.



Cancel an appointment



Check for charges and confirm

kiku

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

