

Introduction

This document will guide our counsellors on how to register, manage their profiles, and effectively use the [Mindspace Club](#) platform to enhance their practice. If you have any further questions, please email us at hr@mindspace.club or WhatsApp us at +918130704802.

Registration Process

1. How to Register as a Counsellor?

We use the term "Counsellor" generically on the platform for ease of use. This includes psychiatrists, psychologists (clinical or counselling), and other professionals dedicated to the overall well-being of a client's mental health.

Here are the steps to register on Mindspace Club:

- Visit [Mindspace Club](#) (counsellor website) and click on the Register link.
- On the next page, fill in the details and upload your photograph.
 - Please use a SQUARE professional photograph of up to 200kb (max 400x400 px) (JPEG/JPG).
 - If you are a clinical or counselling psychologist, choose Psychologist as an option on this page.
- Press Continue.
- On the next page, fill in your experience years and select the specialities you will consult for, then press Continue.
- On the next page, provide your relevant:
 - Education details
 - If you are a Psychologist and have an RCI number, please submit that. Otherwise, select NO and upload your relevant degree and other documents for verification. You can also mail the documents to hr@mindspace.club.
- Press Continue.
- On the next page, provide:
 - Your city/location
 - Something interesting about your profile that makes you stand out, your experience, any specialities you want to highlight, etc.
- Submit the details.

After submitting your details, please send an email to hr@mindspace.club to confirm. Our team will review your profile and documents, then activate your profile or contact you for further information.

We do not allow the sharing of personal contact details with clients, including phone numbers, email addresses, websites, brands, locations, etc. Any such instance will result in being barred from the platform and the withholding of any past or future payments due to you.

Explore the dashboard, and if you have any questions, please let us know.

System Readiness Check

1. Login to your dashboard at [Mindspace Club Club](#).
2. At the bottom of the dashboard, you will see System Checkup.
3. Click on this and verify that you can see your video and hear your voice by recording it. If you encounter any problems, make sure that audio and video are enabled on your device for the sessions. If you still face issues, please reach out to us.

Profile and Session Management

1. Managing Your Profile and Sessions

1. Login to your dashboard at [Mindspace Club](#).
2. To update your profile, use the Edit option on the top left of the screen.
3. To view your profile as seen by clients, find the link at the top centre (Profile).
4. Click on Manage Paid Sessions Schedule to add your available schedule from Monday to Sunday. Each session is up to 50 mins for counselling services. Select the weekday and the start time. Adding more sessions helps clients book sessions with you.
5. At the top of the page, you will see 3 options:
 - Pause paid booking: Use this when you are on a break and don't want new session bookings. Click to UnPause when you return.
 - Start LIVE CALL: Enable this to be activated on the site for real-time sessions. Pause it when you are off for the day.
 - Start Phone Call Booking: Enable this to get immediate appointments via phone call. The number will start with "+91 172". Stop this option when you are not available or do not want to be disturbed on the phone. Ensure your phone DND is off when this feature is enabled. Note that neither your number nor the client's number is shared during this process. Billing will be based on a per minute active call basis (when you and client both are on call). Please add the following contact details to your phone book to ensure the correct information appears on TrueCaller:

First Name: Mindspace Club

Last Name: Counsellor

Phone: +91 172-5643201

Email: support@mindspace.club

Website/Homepage: <https://www.mindspace.club>

6. Access all upcoming bookings from the Upcoming Appointments section.
7. If a client wants to reschedule any session, requests will show up under Appointment Reschedule Requests. Please accept/reject the same, and clients can do that as well when you raise the request.
8. Once the session is concluded, submit the session notes.
 - For Video Sessions: On the dashboard, click on Past Sessions and click Add Notes against the session row. Whatever you write goes directly to the client, so be watchful. Add Tasks on the same page to help clients return to the platform and complete tasks.
 - For Phone call sessions: you can do above from the Phone Call Summary table.
9. Once a video session is booked, you will receive an email and a WhatsApp message (though the WhatsApp message may sometimes not arrive). Keep an eye out for these notifications. The message will contain a link to join the session at the scheduled date and time.
10. For Phone call sessions there is no pre booking, you will get a call directly from the platform.

2. Client Management & Messaging

1. Login to your dashboard at [Mindspace Club](#).
2. Click on Manage Clients. Once you have done a session, you will get many options on this page:
 - Send messages to clients
 - Add sessions for them if they have taken packages, etc.

3. Payment and Reports

We process payments once a month during the first week of the following month, so please ensure your bank details are correct. Submitting session notes after each session is mandatory for the payout to be released.

1. On the dashboard:
 - Add your bank details from the tab Manage Bank Details at the bottom of the page.
 - The Financial Summary tab shows you the payment due in any month for regular AV sessions.

- Phone Call Summary tab shows you the payment due and the phone call logs for on-phone counselling.

Engagement and Growth Opportunities

1. Webinars and Community Participation

1. Login to your dashboard at [Mindsight Club Club](#).
2. Click on Manage Webinars. You can take free webinars on Mindspace Club. We promote these webinars on our social networks, increasing your profile and brand. Set any webinar at least 15 days in advance to gather registrations.
3. Click on Answer Questions to respond to any questions posted by users on our free community.
4. If you want to post your video or article on Mindspace Club, use the Manage Video and Manage Article options.

These activities help increase your presence on the platform.

2. Platform and Practise Growth Participation

To grow the platform and your practice with us, we expect your active participation in the following activities:

- 1. Creating Reels for Instagram:**
 - You can choose the content or we can help you create content scripts.
 - These reels can help increase your visibility and attract more clients.
- 2. Taking Free Webinars:**
 - Conduct free webinars on various mental health topics.
 - We promote these webinars on our social networks, increasing your profile and brand.
- 3. Participating in Q&A Sessions:**
 - Answer questions posted by users on our community platform.
 - This engagement can help establish your expertise and build trust with potential clients.
- 4. Posting on Social Channels:**
 - Share your association with Mindspace Club on your social networks.
 - Announce any time-to-time offers or promotions.
- 5. Collaborating on Content:**
 - Work with our team to create informative and engaging content for our blog or social media.
 - This can include articles, videos, and other resources.

By participating in these activities, you can significantly boost your presence on the platform and attract more clients to your practice.

All activities that counsellors engage in will impact their final fees negotiations after a year of being on the platform.

Running your Own Practice on Mindspace Club

If you find the above services beneficial for your own clients, you are welcome to use them as well. Use the Manage Clients option and from the bottom, Add New Client Booking to add sessions for your own clients. We charge Rs 100 per booking for this.

Increase your Searchability on Mindspace Club

Please share your Mindspace Club profile link on your social networks and encourage your clients to book sessions with you directly. This will help establish a strong online presence and association with your name on Google searches for psychologists/psychiatrists, linking directly to your profile.

Fees

Once your profile is reviewed and agreed to go live with us, we will share with you the fees that we will be paying you per session.

Audio Video sessions:

- Individual as well as couple therapies on the platform are 50 mins each. Fees for couple therapy are calculated as 1.5 times the fees we set for you. Eg If your fees is 400 rs per individual session, you get 600 for a couple sessions.

Phone call sessions:

- All phone sessions payments are done as per following: $(\text{Your fees} / 50) * (\text{number of minutes talked})$

Please note that what we charge to clients on the platform may be different from your fees as we have to cater to other expenses like marketing, tech platform, team etc.

Penalty

At Mindspace Club, our priority is to provide a seamless and supportive experience for both our clients and counsellors. We kindly remind you to manage your availability on the dashboard when you are set to receive calls or scheduled for video sessions.

In the event that a client call goes unanswered while your status is set to "LIVE," we will deduct Rs. 10 for each missed call from your payout to ensure fairness. Similarly, for

any video sessions you are unable to attend, or if there is a system issue on your end that prevents the session from happening, a deduction of Rs. 100 per session will apply.

Request you manage the availability from the dashboard accordingly.

Notification Regarding TDS Deduction as per Section 194J of the Income Tax Act, 1961

This is to inform you that all payments made by Mindspace Club are subject to Tax Deducted at Source (TDS) as per Section 194J of the Income Tax Act, 1961. As per this section, we deduct tax at 10% on professional/technical service fees exceeding Rs. 30,000 in a fiscal year.

Please consider this for all relevant transactions. You can verify your TDS details through Form 16 from us or via Form 26AS on the income tax e-filing website or TRACES. If TDS deducted exceeds your actual tax liability, you may be eligible for a refund by filing an income tax return.