

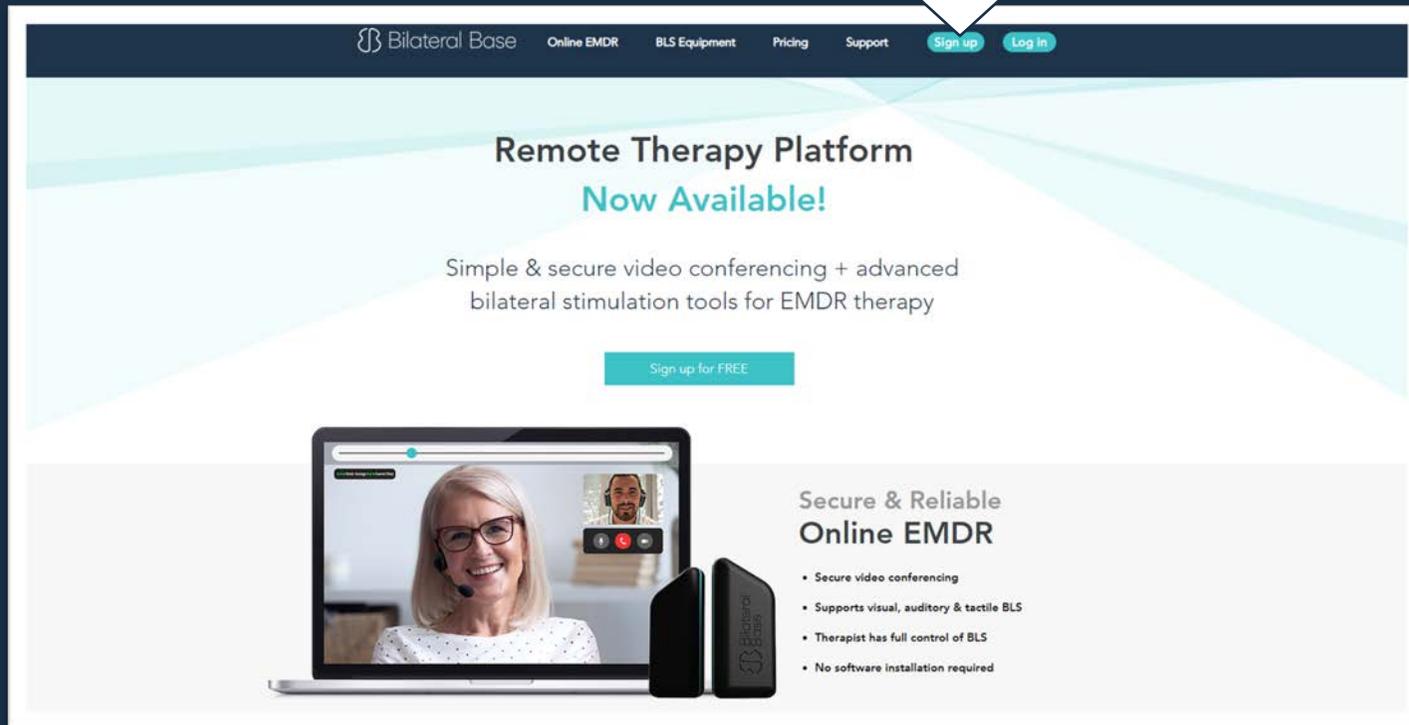
 Bilateral Base

User Guide (Therapist Version)

To get started with Bilateral Base go to bilateralbase.com

We recommend that you use the [Google Chrome](https://www.google.com/chrome/) browser if possible

First go to the
'Sign up' button



The screenshot shows the Bilateral Base website homepage. At the top, there is a navigation bar with the Bilateral Base logo and links for Online EMDR, BLS Equipment, Pricing, Support, Sign up, and Log in. The main content area features a large heading: "Remote Therapy Platform Now Available!" followed by the text "Simple & secure video conferencing + advanced bilateral stimulation tools for EMDR therapy". Below this is a prominent teal button that says "Sign up for FREE". The lower section of the page includes an image of a laptop displaying a video call with a therapist and a client, and two Bilateral Base BLS devices. To the right of the image, there is a section titled "Secure & Reliable Online EMDR" with a bulleted list of features.

Bilateral Base Online EMDR BLS Equipment Pricing Support [Sign up](#) [Log in](#)

Remote Therapy Platform Now Available!

Simple & secure video conferencing + advanced
bilateral stimulation tools for EMDR therapy

[Sign up for FREE](#)

**Secure & Reliable
Online EMDR**

- Secure video conferencing
- Supports visual, auditory & tactile BLS
- Therapist has full control of BLS
- No software installation required

You then need to complete the sign up form below.



Create an account

Enter your details to create a new account

FIRST NAME

LAST NAME

EMAIL ADDRESS

CREATE PASSWORD (8+ characters and at least one each of upper, lower, special characters & a number)

I agree to the [Terms & Conditions and Privacy Policy](#).

Update me (occasionally) about product updates/offers

Sign up

Already registered? [Log in here](#)

You will find yourself on your 'Dashboard' from which you can add clients, send out invitations and view your upcoming sessions.

The screenshot shows the 'Online EMDR Dashboard' for Bilateral Base. At the top left is the logo and name 'Bilateral Base'. At the top right are navigation links: 'Dashboard', 'Support', 'Settings', 'Log out', and a user profile icon 'GS'. Below the navigation is a 'Quickstart guide' button. The main content area is divided into three columns. The left column is titled 'Session Setup' and contains three buttons: 'Test camera, mic & headphones', 'Instant EMDR Session', and 'Schedule EMDR Session'. The middle column is titled 'Total Clients' and displays the number '21' in large font, with a 'Client Manager' button below it. A white callout box with the text 'Go to 'Client Manager'' and a large white arrow points directly to this button. The right column is titled 'Sessions Today' and displays the number '0' in large font, with a 'Session Manager' button below it. Below these columns is a section titled 'Upcoming Sessions' which contains a table with headers 'CLIENT', 'DATE', 'TIME', and 'ONLINE EMDR LINK'. The table is currently empty, showing 'No Sessions'. Below the table are two buttons: 'Add New Session' and 'View All Sessions'.

Add a new client to the platform.

Add a new client by clicking here

The screenshot shows the Bilateral Base Client Manager interface. At the top left is the Bilateral Base logo. The top right navigation bar includes links for Dashboard, Support, Settings, and Log out, along with a user profile icon labeled 'GS'. Below the navigation is a 'Go to Dashboard' link. The main heading is 'Client Manager'. Underneath is a search bar with the label 'SEARCH'. A dark blue button labeled 'Add new client' is positioned to the right of the search bar, with a white arrow pointing from the text 'Add a new client by clicking here' to it. Below the search bar is a table with the following structure:

NAME / IDENTIFIER	ONLINE EMDR LINK	
Example Client A	Start Session	Send Client Invite ⋮
Example Client B	Start Session	Send Client Invite ⋮
Example Client C	Start Session	Send Client Invite ⋮
Example Client D	Start Session	Send Client Invite ⋮

Name / Identifier

Save Cancel

Type your client's name or anonymous identifier here and then press 'Save' which will take you back to the 'Client Manager' page

Click 'Send Client Invite' to generate an invitation for your client (including a secure link). You need to copy the invitation text + link and then paste it into an email using your usual email service.

[Go to Dashboard](#)

Client Manager Add New Client

SEARCH

NAME / IDENTIFIER	ONLINE EMDR LINK
John Smith	Start Session Send Client Invite ⋮

You will need to click this button to start a video conference

Paste this invite into any email, instant message or calendar invites.

You and your client can use the same online EMDR link for every session.

George Smith is inviting you to take part in an Online EMDR Session.

We recommend clicking on the link prior to your session to check your computer is set up correctly and any issues can be resolved.

Join the session:
<https://app.bilateralbase.com/reach/george/gRELY3>

[Copy Client Invite](#)

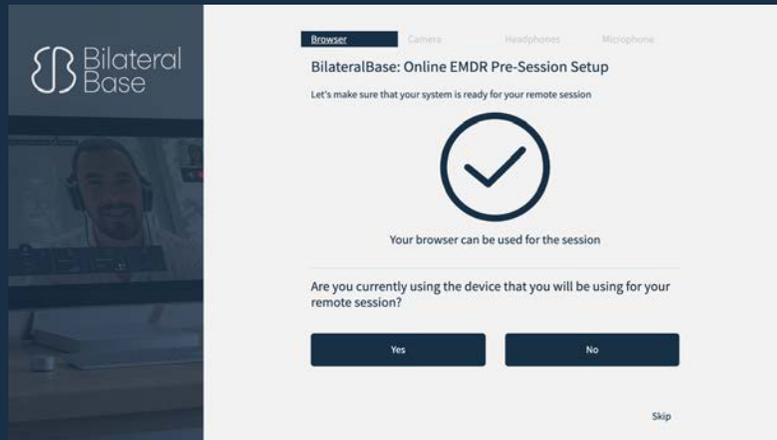
Close

Your client will need to open this link in their web browser

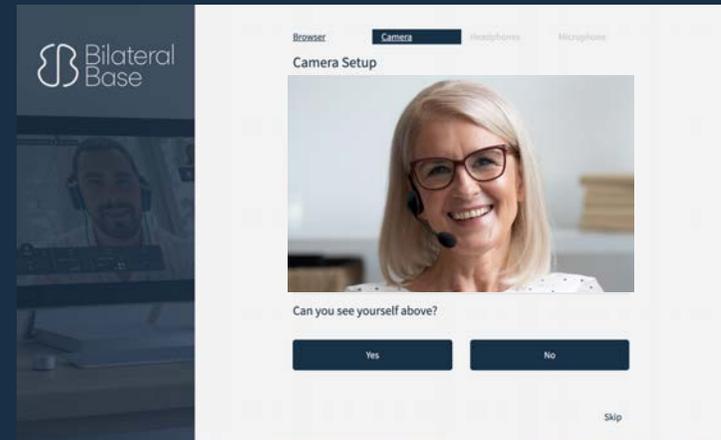
We recommend you try adding a friend or colleague to begin with so you can get comfortable using the platform. They will need to click on the email invitation you send them and you will need to click 'start session'.

Once you have clicked the 'Start Session' button, you will be taken to the 'Pre-call Test' to ensure that your web browser, camera, headphones/speakers and microphone are correctly set up for the call.

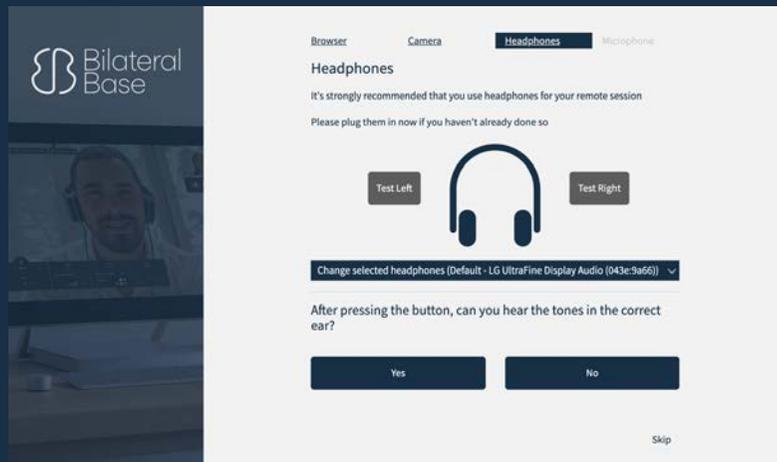
1



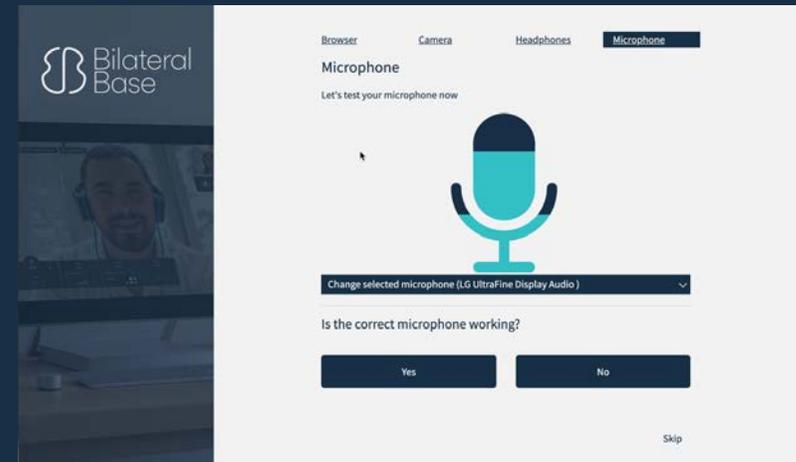
2



3



4



Once you have completed the 'Pre-call Test', you will be taken to the 'Waiting Room'. You can choose to wait until your client has arrived or join the session immediately and wait for your client in the session (your camera and microphone will be active as soon as you join the session).



Client A hasn't arrived yet
(This status will automatically update)

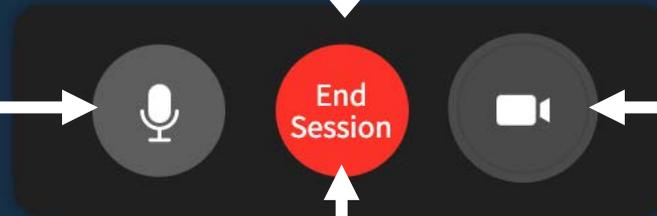
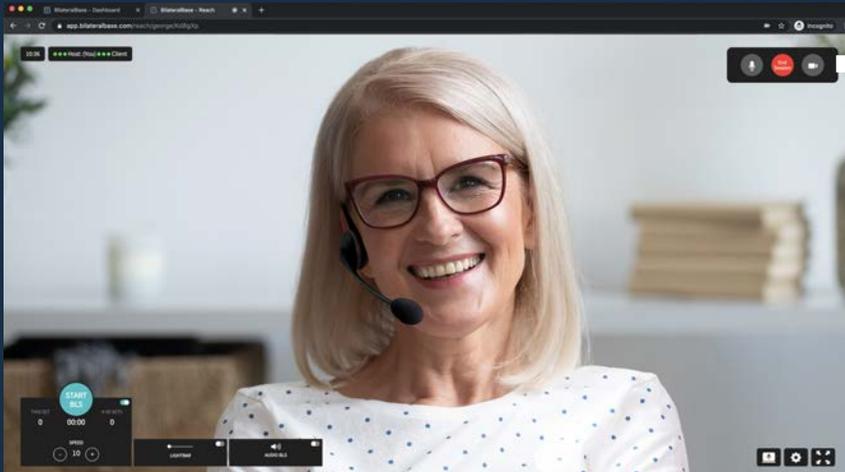


Join session

Your camera and microphone will be active as soon as you join the call, but can be muted at any time.

This shows you if your client has already arrived
(This message will automatically update once your client arrives)

Guide to main controls



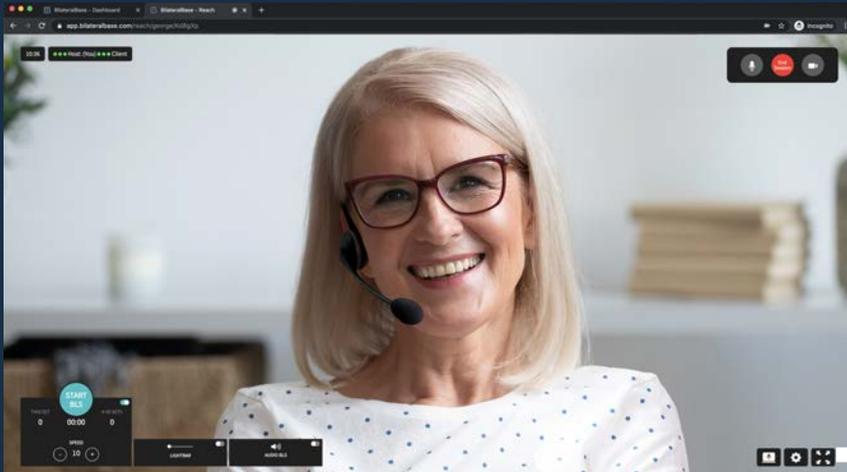
This button will mute your microphone. Click again to turn it back on.

Use this button to end your video conference, it's the same as when you 'hang up' your phone

This button will turn off your camera. Click again to turn it back on

TIP - When the BLS Lightbar is moving, your camera will turn off so your client is not distracted by the image of you on their screen. However, you can use this button to turn your camera back on if your client prefers it.

Guide to main controls



You can share your screen with your client by clicking this button.

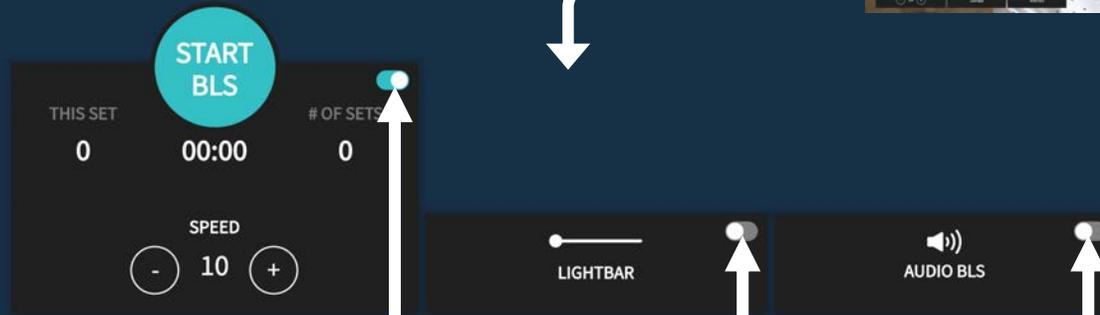
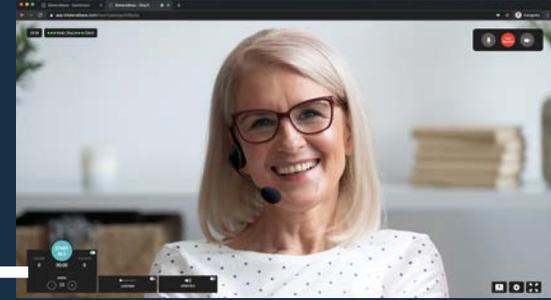


Click here to adjust your video and audio settings at any time



Click this button to enter 'full-screen' mode.

Guide to main controls



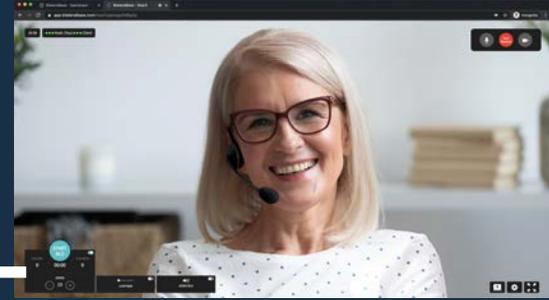
If Bilateral Stimulation is not required in a session, all the controls can be hidden by clicking this button

Click this button to enable the Lightbar feature.

Click this button to enable the Audio BLS feature.

The Lightbar and Audio BLS can be used separately or together as required

Guide to main controls



This button will start/stop whichever BLS options you have enabled

The main control panel consists of three dark-themed sections. The first section, 'START BLS', features a large teal circular button with the text 'START BLS' in white. To its left, 'THIS SET' is displayed as '0', and to its right, '# OF SETS' is also '0'. Below the button is a '00:00' timer and a 'SPEED' control with a slider set to '10' and minus/plus buttons. The second section, 'LIGHTBAR', has a teal toggle switch at the top right. Below it is a horizontal slider, followed by a 'SWEEP MODE' dropdown menu and a 'COLOUR' selection with six colored circles (blue, white, teal, green, yellow, red). The third section, 'AUDIO BLS', has a teal toggle switch at the top right. It includes a speaker icon, a 'PIP' dropdown menu, and a 'BLS VOLUME' control with a slider and minus/plus buttons.

The main control panel controls start/stop and speed for BLS (audio/lightbar either individually or in combination.) It also features 'set counter', 'set timer' and 'number of sets'.

The Lightbar control panel allows you to change the colour and the mode: blink or sweep. Opening this box will also reveal the 'ghost lightbar', allowing you to see what your client sees.

The audio control box allows you to control the BLS volume, choose sound effect options and select output (whether just the client, or both of you can hear the BLS).

Tip: The Lightbar on your screen is semi transparent to be less distracting, the Lightbar on your client's screen is solid so that it is easier for them to see.

Troubleshooting Guide

- If you and your client appear to be having trouble connecting, try refreshing your browser.
- If the lightbar appears 'jerky' or the video and audio seem out of sync, your computer's processor may be overloaded. Try shutting down other programmes you have running and closing other browser windows/tabs.
- If you are having trouble with video or audio, check your settings as described earlier.
- WIFI/internet can be inconsistent, or even drop out completely especially at peak usage times. If this happens refresh your browser or leave the session completely and re-enter it using the same link.
- Always ask your client to keep their mobile phone with them during a session, so that if the internet drops out or the connection is lost, you will be able to contact them.
- For technical support, please go to: bilateralbase.com/contact