

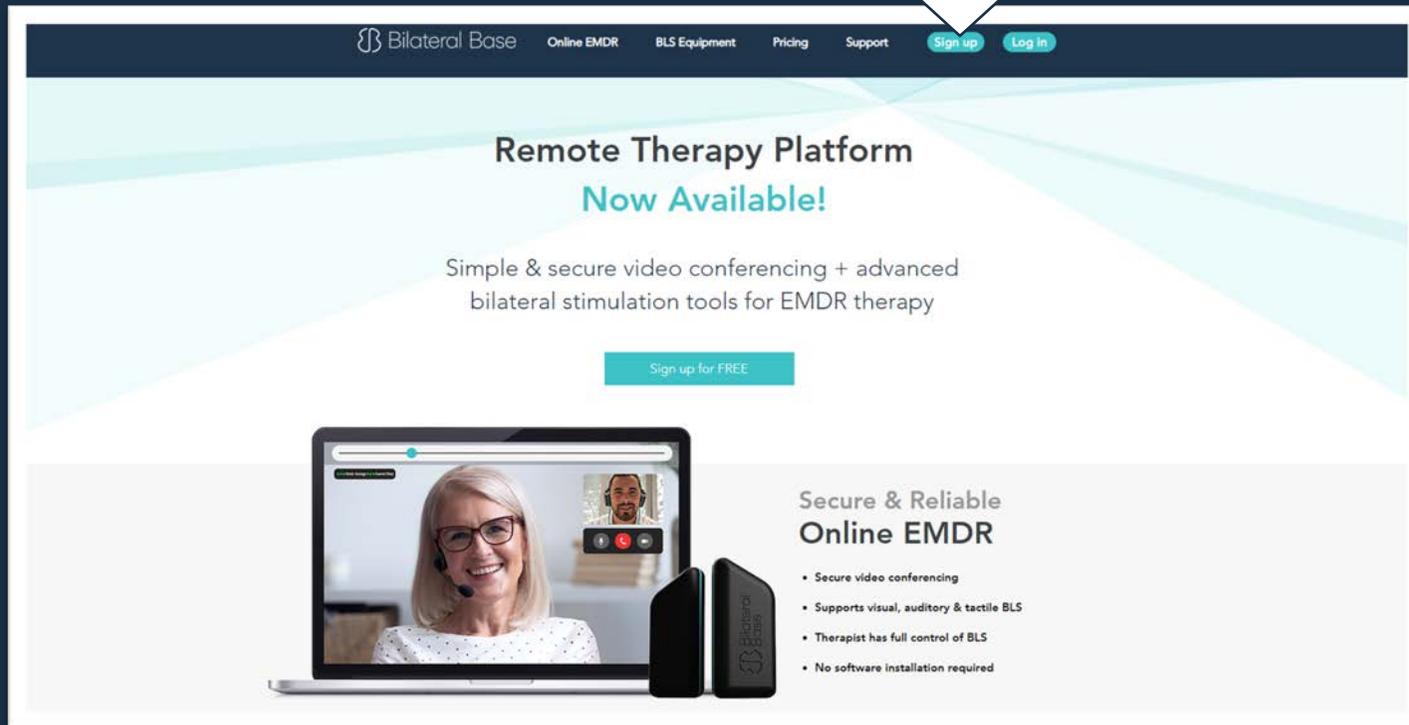
 Bilateral Base

**User Guide (Therapist Version)**

To get started with Bilateral Base go to [bilateralbase.com](https://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. The navigation bar at the top includes the logo, 'Online EMDR', 'BLS Equipment', 'Pricing', 'Support', 'Sign up', and 'Log in'. The main content area features a large heading 'Remote Therapy Platform Now Available!' and a sub-heading 'Simple & secure video conferencing + advanced bilateral stimulation tools for EMDR therapy'. A prominent teal button labeled 'Sign up for FREE' is centered below the text. Below this, there is a laptop displaying a video call with a therapist and a client, and a mobile device showing the Bilateral Base app interface. To the right of the mobile device, the text 'Secure & Reliable Online EMDR' is followed by a list of features: 'Secure video conferencing', 'Supports visual, auditory & tactile BLS', 'Therapist has full control of BLS', and 'No software installation required'.

You then need to complete the sign up form below and click the 'sign up' button.



## 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 links for 'Dashboard', 'Support', 'Log out', and a user profile icon 'PS'. Below the header, there are three main sections: 'Session Setup' with buttons for 'Instant EMDR Session' and 'Schedule EMDR Session'; 'Total Clients' showing '0' and an 'Add New Client' button; and 'Sessions Today' showing '0' and a 'Session Manager' button. A 'Quickstart guide' button is located at the top right of the dashboard area. Below these is the 'Upcoming Sessions' section, which contains a table with columns for 'CLIENT', 'DATE', 'TIME', and 'ONLINE EMDR LINK'. The table is currently empty, with the text 'No Sessions' displayed. Below the table are buttons for 'Add New Session' and 'View All Sessions'. Two callout boxes are present: one pointing to the 'Add New Client' button with the text 'Add a new client by clicking here', and another pointing to the 'Quickstart guide' button with the text 'Please note the 'Quickstart Guide' for information about the Dashboard'.

Add a new client by clicking here

Please note the 'Quickstart Guide' for information about the Dashboard

Name / Identifier

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

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

[Go to Dashboard](#)

### Client Manager

  
SEARCH  
  

NAME / IDENTIFIER	ONLINE EMDR LINK
<a href="#">John Smith</a>	<input type="button" value="Start Session"/> <input type="button" value="Send Client Invite"/> <input type="button" value="More"/>

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.

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

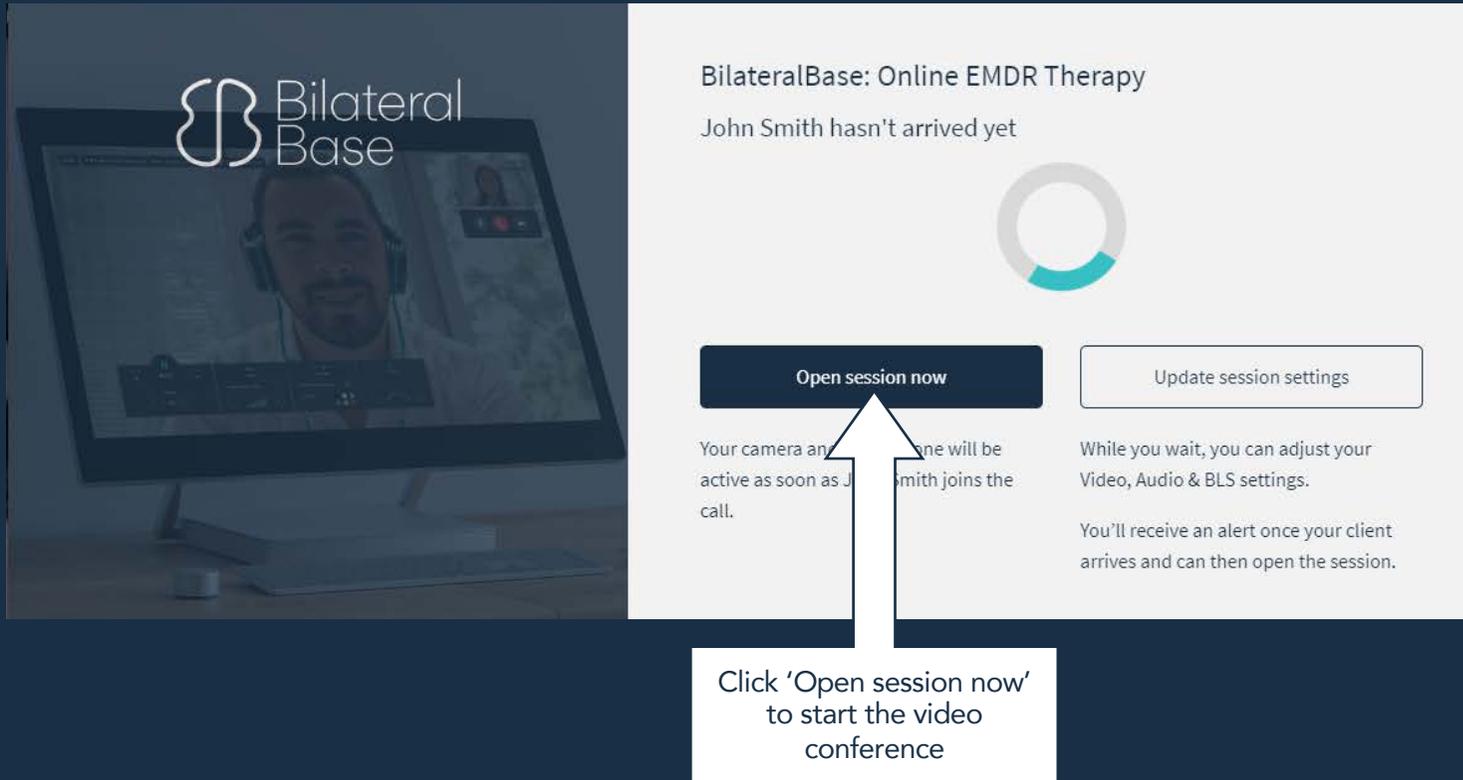
Please join the session at the following link:  
<https://app.bilateralbase.com/reach/peter-smith/BmYFe4>

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' above.*

Once you have clicked the 'start session' button, you will be taken to the waiting room screen.



BilateralBase: Online EMDR Therapy

John Smith hasn't arrived yet

**Open session now**

Update session settings

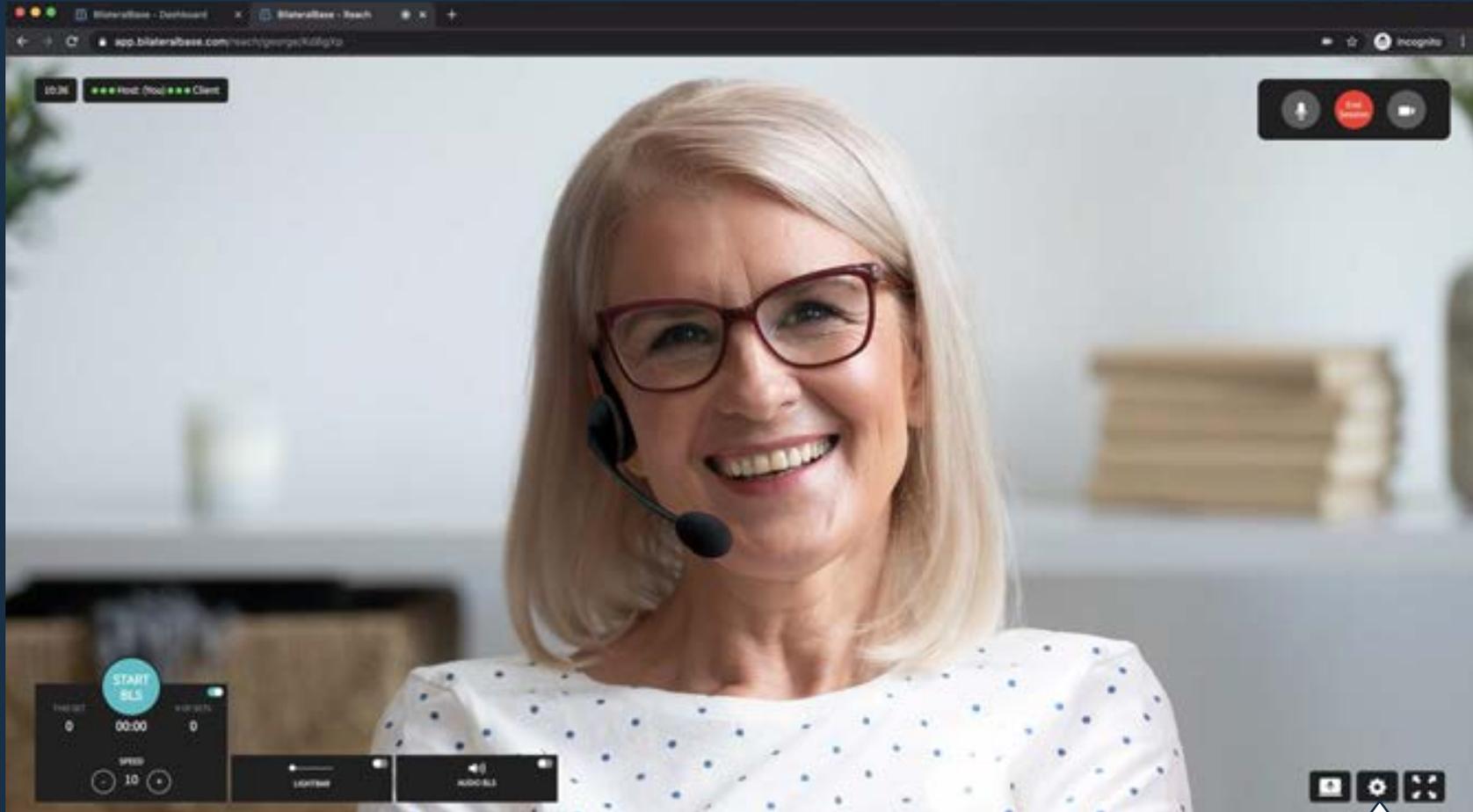
Your camera and microphone will be active as soon as John Smith joins the call.

While you wait, you can adjust your Video, Audio & BLS settings.

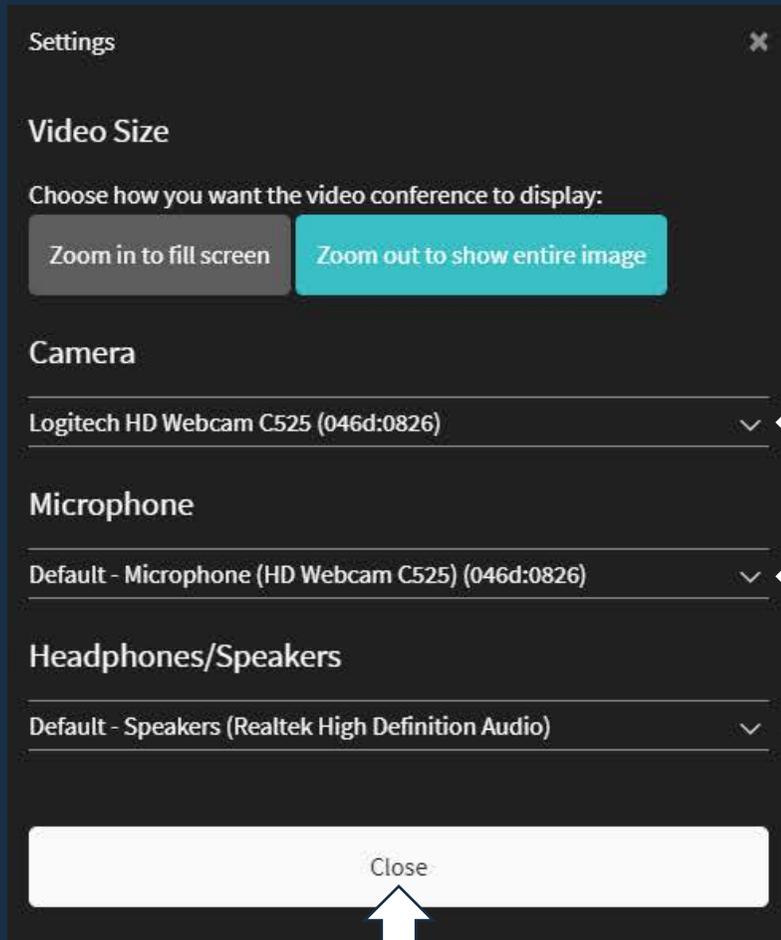
You'll receive an alert once your client arrives and can then open the session.

Click 'Open session now' to start the video conference

You should now be able to see yourself on the screen. If you can't, you may need to adjust your settings. Click the 'cog' in the bottom right corner of your screen



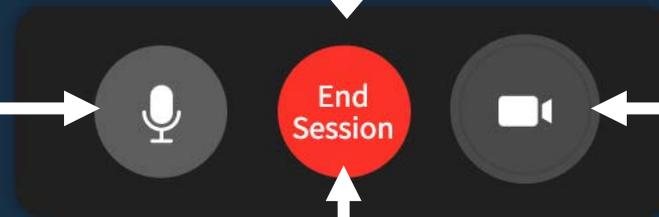
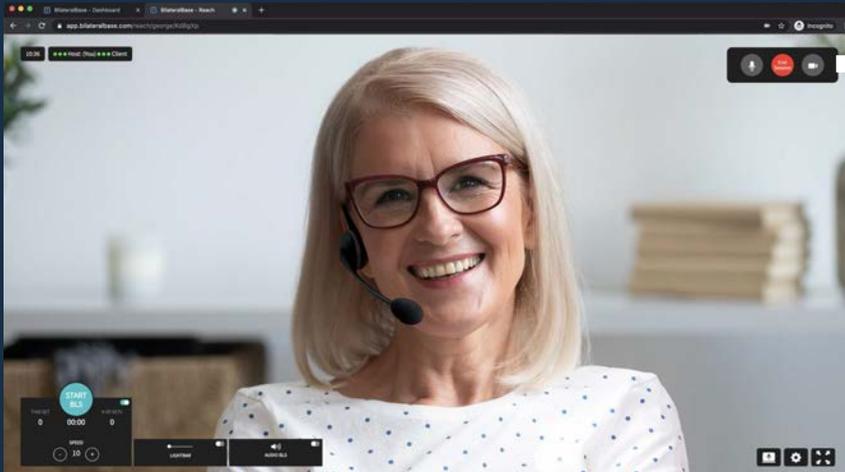
Click the 'cog' icon to open the settings menu



Check whether the correct camera, microphone and headphones/speakers are selected. These will normally show as 'default' unless you are using external hardware (e.g. headphones).

Once you have finished click 'close'

## Guide to main controls

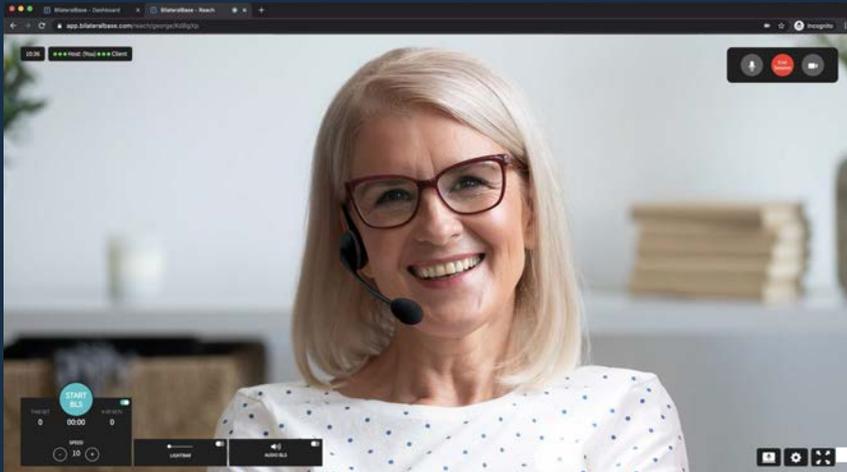


This button will mute your microphone. Click again to turn it back on.

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. This may be useful if your client is distracted by the picture of you on their screen during EMDR.

## Guide to main controls



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

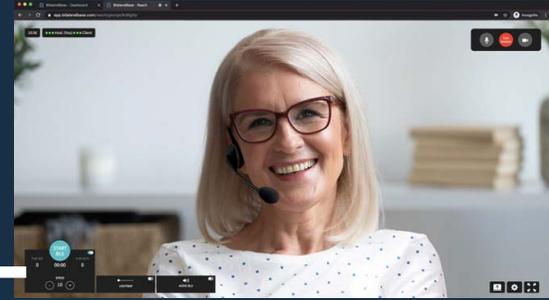


Click here to adjust your video and audio settings at any time



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

# Guide to main controls



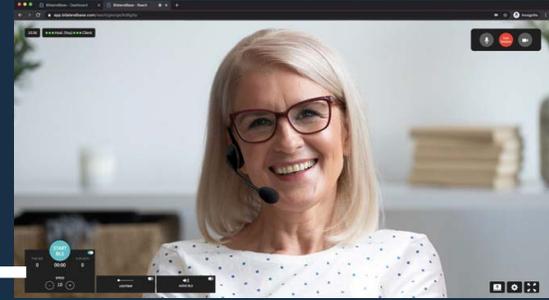
If Bilateral Stimulation is not required in a session, all the controls can be hidden by clicking this button

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

THIS SET 0 00:00 # OF SETS 0

SPEED - 10 +

LIGHTBAR

SWEEP MODE

COLOUR

AUDIO BLS

PIP

BLS VOLUME

The main control box 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 box 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).

## 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](https://bilateralbase.com/contact)