



Award Winning Service



Approved by NHS Choices



Banking Grade Security



Gain the TOSPS cyber security badge

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FAQs - Therapists



I am a therapists/counsellor and want to register with you.



If you are a therapists or counsellor and wish to register with us, please locate "Can you help "page found in the links on our home page or [click the link here](#). A full set of instructions will take you easily through the registration process.

category: [therapists](#)

Offline - Leave a message



What if my session connections fails



Our system will reconnect you automatically. You will be given full training on how to use the system once you have registered with us and this will include how to overcome any technical difficulties.

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I need to cancel an appointment



You will be able to reschedule a pre-booked appointment by editing it within your profile page with 24 hours notice. You will need to contact Info@tosps.com so that we can let your client know and assist you reschedule them

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Will you store my credit card details on your server



No we do not store credit card details on our server, Your payment details will only be required for use in our merchant cart via Pay Pal so that we can send payment to you for all your booked sessions with clients.

category: [therapists](#)



Will I be reminded that I have a session booked?



Yes our system will send you out a reminder a few days prior to your booked sessions. however we urge you to make a note of the sessions book and be ready to begin your session at least 10 minutes prior to the start time.

category: [therapists](#)



Can I make notes on my therapy?



Yes we provide a note taking area which will be displayed in front of you during your video call . You can either save these notes or delete them at the end of the session.

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