

COLCHESTER INSTITUTE COUNSELLING SERVICE

PAYMENT OF SESSION FEES

Colchester Institute now operates a cashless campus. This means our Counselling service is no longer able to accept cash payments at each session.

To pay for your sessions you will be asked to purchase your session using the Colchester Institute Online Store. This allows you to pay for your session in advance and secure your booking with your counsellor. This process will have been explained to you at assessment and a contract detailing this agreement will be sent to you in advance of your first session.

You will be asked to pay for your initial assessment session in advance as a single session purchase. Once you have attended your first session with your counsellor and have agreed your contract to work together you can then proceed to purchase the block booking or individual sessions depending on your preference. Whichever option you choose your session must be paid for in advance.

The guidance on the next page provides instruction on how to create an online account and purchase counselling sessions.

If you make a payment for sessions in advance and are unable to make the session or sessions you must provide at least 24 hours' notice to cancel the session to avoid incurring the session charge. Where notice is provided the session fee will be carried over to the next session.

If you are unable to make payment for your session please contact the Counselling Service office on 01206 712184 or CICS.info@colchester.ac.uk. You will be able to discuss your concerns with the service coordinator. You may also wish to discuss this in your sessions with your counsellor if your financial circumstances change.

Details needed to make a payment

- **An email address to create an account**
- **The first name of your counsellor (please see your initial assessment letter)**
- **Your address and contact number**
- **Your bank account card/details**

Setting up an account with the Online Store is a simple process.

The link below gives access to the Store, a screen shot of which is shown below.

If you click on the 'My Account' button shown in yellow below you will be directed to set up your account. You will not be able to purchase any products without first creating an account.

<https://onlinestore.colchester.ac.uk/>

The screenshot shows the Colchester Institute Online Store homepage. At the top left, there is a banner with the text 'Online Store' and images of students. To the right is the Colchester Institute logo and the text 'Switchboard: (01206) 712000'. Below the banner is a navigation menu with 'Home', 'Product Catalogue', and 'Help & Information'. A search bar is located below the navigation menu. In the top right corner, there is a 'My Account' button highlighted in yellow, a 'Shopping Basket' showing 'Items: 0 £0.00', and a 'Help' button. The main content area features a section titled 'Colchester Institute' with a small image of a building. The text below the image explains that the Online Store offers a convenient way to pay for Colchester Institute products, services, and events using a secure online payment system. It also mentions that purchases are made by credit or debit card, or via PayPal, and that users will be asked to register with their email address. A link for 'PARENTS - Please read the Parents' guide to opening an account' is highlighted in yellow. Below this, there is a link for 'RESOURCES DEPOSIT - to pay for the Resources Deposit please click here' with a URL.

After clicking on the 'My Account' button you will be directed to the page below. To create an account, add in your email address and click Register as a New Customer (highlighted in yellow below).

You will then be asked for some mandatory information (marked with a red asterisk), as well as other information you can voluntarily provide. Once you have completed this information and registered you will be sent an email notification telling you your account has been set up.

You access the store via the email address used/password generated when you first set up your account.

Once your account is created use the options to the right to select

- **health-and-wellbeing**
- **counselling**
- **Then select one session at £5 or 6 sessions**
 - We recommended for you first session just purchasing one £5 session. Once you have agreed with your counsellor to continue you may select block bookings for future sessions. To avoid overpayment we do not recommend purchasing more than 6 sessions ion one purchase