

Wellness Coaching FAQs

How do I pick my coach?

The Reach Wellness coaches are all *current or former educators* from across the country. Wellness coaches are teachers, administrators, yoga instructors, musicians, artists, and much more! Head to the [Reach Coach Gallery](#) and browse the available coaches to see who may be a good fit for you. You'll book your first session on your coach's profile page in the [gallery](#).

What if I want to change coaches?

We recommend seeing the same coach for 1-2 sessions to determine if they are a good fit for you. If you would like to choose a new coach after that, you can visit the [gallery](#) and book a session with a different coach.

How do I log in for my session?

To log onto your first session and to chat with your coach, you can follow the link sent in your confirmation email, or directly access the [wellness coaching portal](#).

To log in to the [wellness coaching portal](#), use the same email address and password you used when you signed up.

What if I forgot my password?

Use the "Forgot Password?" option on the [wellness coaching portal](#) homepage to reset your password.

If you can't remember which email address you used, email candidatewellness@reach.edu and request that they look up your account information.

How many sessions do I get?

Undergraduate and graduate candidates can access up to 10 sessions in the fall semester and up to another 10 in the spring semester.

Coaching will also be available to candidates during the summer semester on a more limited, first come, first served basis.

How much time does it take?

Candidates can choose whether they'd like 30-minute or 50-minute sessions with their coach.

Can I do a phone call instead of a video call?

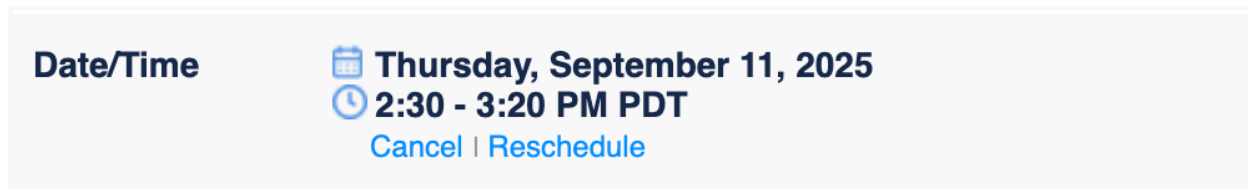
Yes! After you book your session, just let your coach know you'd like to meet over the phone instead of video conference.

What if I need to cancel my session?

There is a 24 hour cancellation policy for wellness coaching.

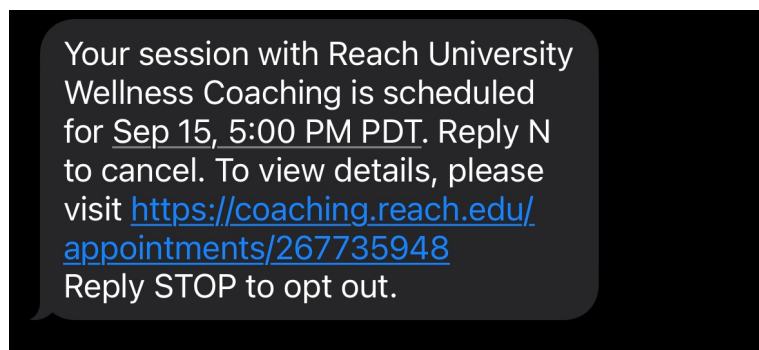
If candidates need to cancel or reschedule their appointment 24 hours or more before their session, there are two options:

1. Click the "Cancel" or "Reschedule" link embedded in their confirmation email.



Caption: Image is a screenshot from a confirmation email that has hyperlinks to Cancel or Reschedule the wellness coaching session.

1. Cancel by responding to the appointment reminder text.

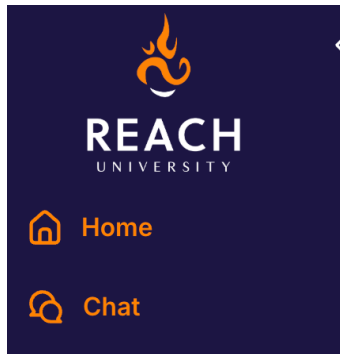


Caption: Image is a screenshot of a text message confirming the appointment and giving the option to reply "N" to cancel.

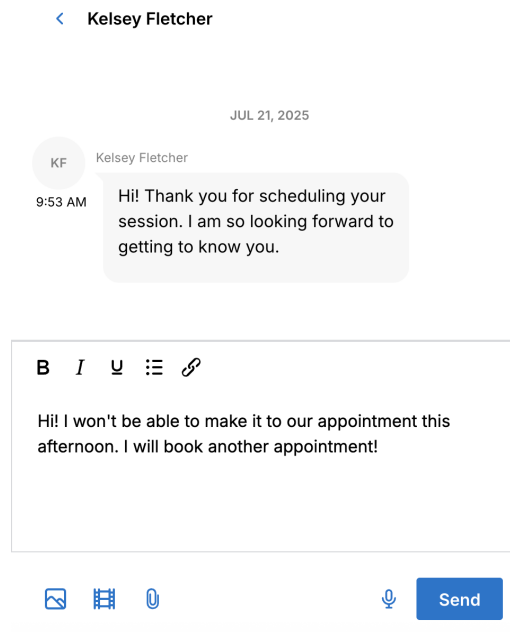
If candidates need to cancel or reschedule their appointments less than 24 hours before their session, they can:

1. Email the wellness coach with whom they are scheduled.

- a. All wellness coaches have a Reach.edu email address that candidates can email.
2. Log into the coaching platform to send a chat message to their coach.



Caption: Image is a screenshot from the client wellness coaching dashboard, showing the Chat feature is just below the Home button.



Caption: Image is a screenshot of a sample chat message a client can send to their coach to cancel the appointment.

We encourage candidates to make a reasonable effort to notify their coach if they cannot attend the session to avoid a “no-show.”

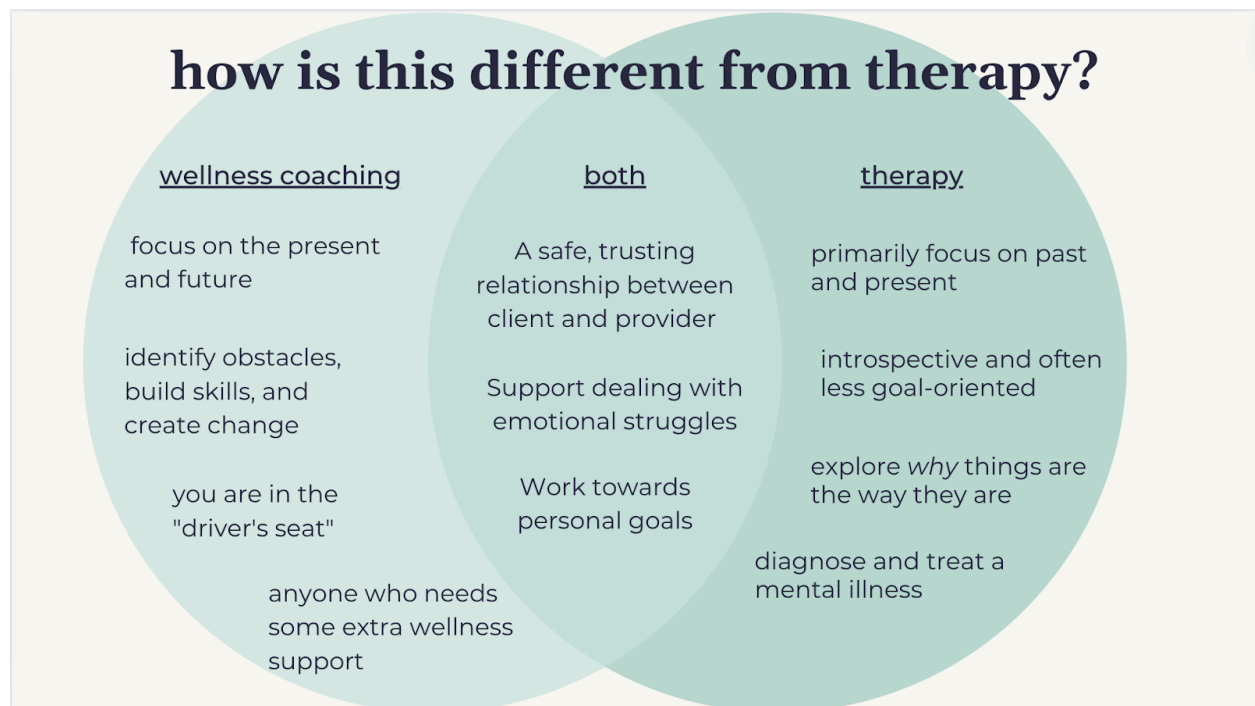
Are my conversations confidential?

Your wellness coach will do everything they can to keep the contents of your conversations private. Your coach will not report anything from your conversations back to your professors, advisors, mentors, or employers. *If your coach is concerned that you may be at risk of harming yourself or others, they will break confidentiality in order to keep you safe.*

There is a longer confidentiality agreement available to review when you sign up for wellness coaching, and is part of the wellness coaching client agreement that you'll sign.

How is coaching different from therapy?

Wellness coaching is not therapy, and our coaches are not clinical mental health service providers. While there is certainly some overlap, their training is different from that of a therapist or counselor. Often, therapy has a greater emphasis on healing from past experiences, while coaching is much more focused on your present state and goals for the future.



What if I need to see a therapist or counselor?

If you are concerned about your mental health and would benefit from working with a licensed and trained mental health provider, we encourage you to seek support. Our Manager of Candidate Wellness and Accessibility can work with you to identify providers in your area; email candidatewellness@reach.edu for more information.

Who can I contact with additional questions?

Please reach out to the office of Candidate Wellness and Accessibility, at candidatewellness@reach.edu if you have any additional questions about coaching.