

Welcome

Welcome, and thank you for choosing Sara Davison Breakup and Divorce Coaching Employee Support.

Services we offer

Heartbreak to Happiness Online Breakup Support Groups

You will have access to regular weekly support from our team of Accredited Breakup and Divorce Coaches via Zoom.

We run eight, hour long zoom sessions per week. Attend as many sessions as you like each week and get all of the help and support you need from our excellent Coaches.

PLUS you will be part of an instant support group made up of people who understand what you're going through and who will be there for you, listen and support you with empathy, and help you feel less alone.

One to One Coaching

Find a coach to help you through your breakup or divorce.

Book one to one coaching with the Coach of your choice. Book a 30-minute introductory call to find the right Coach for you.

All our coaches are accredited by The International Divorce Coach Centre of Excellence founded by Sara Davison, The Divorce Coach. Coaches are trained by Sara herself on the proven tools, techniques and strategies that she has used with clients around the world. All Coaches undergo regular training with Sara to maintain the highest coaching standards.

Heartbreak to Happiness Online Support Group sessions and **One to One Coaching** sessions are conducted via Zoom meeting, for optimum stability and quality of the call we recommend all users download and install the Zoom Desktop Client or Zoom Mobile App ([Instructions on how to do this can be found here](#)).

For any support requests please contact marina@saradavison.com and we will get back to you as soon as possible.

Arranging your breakup support

Follow the steps below to book a one-to-one Coaching session or join the Heartbreak to Happiness online breakup support groups.

Registering

1. Register a Support Portal account

You can register for an account with any email address you want, but we would recommend you sign up using your organisation email address.

First navigate to the following address in your browser:

<https://www.saradavison.com/user/register/>

Please use the form on this page to register for a Support Portal account, using your chosen email address and mobile phone number (please do not use an office phone line).

2. Confirm Your Email Address

For security purposes, once you have registered, you must confirm that the email address entered belongs to you. You will receive an email with a link to confirm your email address. Once clicked, the link will direct you back to the Support Portal, where your email address will be confirmed. Once this has been completed, you will be able to log in to your Support Portal account.

3. Link Your Account To Your Organisation

The first time you log in to the Support Portal you will need to link your account to your Organisation using your **Organisation Code**. This will give you access to your employee support services. This code should never be disclosed to anyone outside of your organisation.

YOUR ORGANISATION CODE IS:

PLEASE CONTACT YOUR HR DEPARTMENT FOR YOUR ORGANISATION CODE

To login to your account on the support portal and link your account to your organisation navigate to the following address in your browser:

<https://www.saradavison.com/user/login>

Navigate to the **Preferences** pane using the menu on the left (or top if on mobile).

Enter your **Organisation Code** into the first box. If the code is recognised as a valid **Organisation Code**, the **Organisation Email Address** box will activate.

Next, enter your **Organisation Email Address** into the second box. **Please only enter the portion of your email address before the @ symbol.** This is required to authenticate that you are a part of the organisation.

Lastly, click the **Submit** button. You will receive an email to authenticate your Organisation Email Address.

4. Authenticate your Organisation Email Address

Navigate to your **Organisation Email Inbox**. If you can't see an email address from **Sara Davison Support Portal**, please check your spam folder.

Open the email titled **Sara Davison Break-Up & Divorce Support - Verify Your Email Address**.

Click the **Confirm Email Address** button. You will be redirected to the support portal and your email address will be verified. After this, you may log in to the platform as an employee.

The Overview

Once you are logged in to the support system at <https://www.saradavison.com/user/login> you will be presented with your **Overview**. The **Overview** section gives you a quick overview of the services and appointments you currently have. The **Overview** section is broken into the following parts:

Your Administrators

This section contains the contact information for your scheme administrators. Administrators can be contacted if you have any issues with using the support portal.

Heartbreak to Happiness Online Support Groups

The **Heartbreak to Happiness Online Support Groups** section allows you to access our support group meetings. Here is a brief description of the functionality in this section:

- **Join Button**
 - Clicking this button will enroll you into the **Heartbreak to Happiness Online Support Groups**, giving you access to the weekly sessions
- **More Info Button**
 - Clicking this button will take you to the dedicated **Heartbreak to Happiness Online Support Groups** page. This page is detailed in a further section of this document
- **Status**
 - Shows your current status in the **Heartbreak to Happiness Online Support Groups** scheme, either **Active** or **Inactive**
- **Next Session**
 - The **Next Session** dialogue is only displayed if you are an active member of the **Heartbreak to Happiness Online Support Groups**
 - The **Next Session** dialogue Displays the following information about the next scheduled **Heartbreak to Happiness Online Support Groups** session:
 - Day/Time
 - Topic
 - Add to Calendar link
 - Downloads a calendar file that can be used to add the event to any digital calendar (iCal, Google Calendar, etc.)
 - Join Session link
 - Click this button to open the link to the **Heartbreak to Happiness Online Support Group** session
 - This will take you to the zoom.us website, which will then start the session in your Zoom client

One to One Coaching

- **More Info Button**
 - Clicking this button will take you to the dedicated **One to One Coaching** page. This page is detailed in a further section of this document
- **Book a Session Button**
 - Clicking this button will take you to the **One to One Coaching Booking** page (detailed further later in this document)

- **Sessions attended**
 - This counter keeps track of how many sessions you have attended. This information is not disclosed to anyone except yourself.
- **Your next session**
 - This dialogue only appears if you have booked a **One to One Coaching Session**
 - The **Your Next Session** dialogue displays information on the next **One to One Coaching** session that you have booked
 - Date
 - Time
 - Duration
 - Add to Calendar link
 - Downloads a calendar file that can be used to add the event to any digital calendar (iCal, Google Calendar, etc.)
 - Join Now link
 - Click this button to open the link to the **One to One Coaching** session
 - This will take you to the zoom.us website, which will then start the session in your Zoom client
 - You will be admitted into the session at the session start time

Your Administrators

This section contains the contact information for your scheme administrators. Administrators can be contacted if you have any issues with using the support portal.

Heartbreak to Happiness Online Support Groups

The **Heartbreak to Happiness Online Support Groups** page shows all information relating to your access to the **Online Support Groups**.

This page will display different information based upon whether or not you are an active **Heartbreak to Happiness Online Support Groups** user or not.

Inactive User

- **Join Button**
 - Clicking this button will enroll you into the **Heartbreak to Happiness Online Support Groups** scheme, giving you access to the weekly sessions
- **Back Button**
 - Clicking this button will take you back to the **Overview**
- **Status**

- Shows whether or not you are an active **Heartbreak to Happiness Online Support Groups** member
- **Service description**
 - This is a brief description of what the **Heartbreak to Happiness Online Support Groups** is all about, if you would like to know more, please refer to your welcome email.

Active User

- **Back Button**
 - Clicking this button will take you back to the **Overview**
- **Status**
 - Shows whether or not you are an active **Heartbreak to Happiness Online Support Groups** member
- **Upcoming Sessions**
 - The **Upcoming Sessions** dialogue shows all upcoming **Heartbreak to Happiness Online Support Group** sessions for the next seven days.
 - Each session displays the following information:
 - Day
 - Time
 - Topic
 - Add to Calendar Link
 - Downloads a calendar file that can be used to add the event to any digital calendar (iCal, Google Calendar, etc.)
 - Join Now Link
 - Click this button to open the link to the **Heartbreak to Happiness Online Support Group** session
 - This will take you to the zoom.us website, which will then start the session in your Zoom client
- **De-activate Subscription**
 - Clicking this button will deactivate your **Heartbreak to Happiness Online Support Groups** subscription, and you will no longer be able to access **Online Support Groups** sessions
 - You can rejoin the scheme at any point by clicking the **Join** button at the top of the **Heartbreak to Happiness Online Support Groups** page.

One to One Coaching

- **Book a Session Button**
 - Clicking this button will open the **Select a Coach** section, from here you can choose which Coach you would like to book an appointment with, as well as being able to view information associated with each Coach, such as the Coach's name & specialties as well as the Coach's introduction video.
 - Each Coach card displays the following information about the Coach:

- Name
- Introduction
- Specialties
- **Watch the Coach's intro video Button**
 - Clicking this button will open the selected Coach's intro video below the Coach card
- **Book an intro call Button**
 - Clicking this button will allow you to book a 20 minute introductory call with the Coach to see if they are the right Coach for you
- **Book a Call Button**
 - Clicking this button will allow you to book a full length call with your selected Coach
 - If it is your first **One to One Coaching** session with us, the appointment will be 90 minutes long. Your first session is longer than a regular appointment so that you can explain your situation and your Coach can put an action plan together for you
 - If this is not your first session, your appointment will be 60 minutes long
- When you click a booking button, you will be taken to our off-site booking system, **Acuity Scheduling**
- When booking your appointment it is crucial that you use the same email address as you use to log into our system, if you do not, our system will not be able to verify your session
- Once you have booked your appointment, please close the window and return to the portal
- If your appointment does not show immediately, please refresh the page, it can take up to 10 minutes for Acuity to process and send us the booking information
- **Back Button**
 - Clicking this button will take you back to the **Overview**
- **Sessions attended**
 - This counter keeps track of how many sessions you have attended. This information is not disclosed to anyone except yourself.
- **Your next session**
 - This dialogue only appears if you have booked a **One to One Coaching Session**
 - The **Your Next Session** dialogue displays information on the next **One to One Coaching** session that you have booked
 - Date
 - Time
 - Duration
 - Add to Calendar link
 - Downloads a calendar file that can be used to add the event to any digital calendar (iCal, Google Calendar, etc.)

- Join Now link
 - Click this button to open the link to the **One to One Coaching** session
 - This will take you to the zoom.us website, which will then start the session in your Zoom client
 - You will be admitted into the session at the session start time

For help or support with using our services

Contact our Employee Hotline:

Phone (09:00-5:30 UK time): 01344 596021

Or email out of hours: marina@saradavison.com