

# Debra Russell, Certified Business Coach Bringing the Business Savvy to Your Passion Business

## Scheduling your Monthly coaching sessions with Debra Russell

I use Acuity Scheduling system. On or about the 15<sup>th</sup> of the month, you will receive an email from me letting you know that I've opened the next month(s) for booking. In general, I am available for coaching on Tuesdays between 11AM and 5PM ET and Wednesdays between 11AM and 7PM ET with a lunch break from 1PM-2PM ET. I can handle up to 5 sessions in a day and once that is filled, I will close that day to new appointments.

In any week that both Tuesday and Wednesday are full, I will open up additional times on Monday and/or Thursday. My travel schedule may impact my availability, and I will let you know that in the scheduling email.

### The actual scheduling process is pretty simple:

1. Go to <https://DebraRussellCoaching.as.me/MyCoaching>
2. Select your time zone. Click Set time zone.
3. Click on your preferred date and select a time. If you wish to schedule another appointment for that month, Click "Add a Time" and choose another time. When you're done adding times, Click "Continue." At this time, I am not using the "Recurring" function.
4. Fill in first and last name, phone, and address.
5. Select your preference of how you would like the call (for you to call Debra, Zoom video conference or What's App)
6. If needed, fill in the answers to "If you wish to use WhatsApp, what is your cell phone number?"
7. Click Complete Appointment.
8. You will then see a confirmation page. At the bottom of your session information, you are given the option of canceling or rescheduling the appointment if needed. You will also receive an email that has a link to cancel or reschedule your appointment.
9. If you did not schedule both sessions in step 3, to set up your second session, scroll down on the confirmation page, and you will see a link to schedule another appointment. Click on it to schedule your second session.

### A little more information on Scheduling:

Time slots are on a first come, first serve basis, which means that **the sooner you take action on the monthly booking email, the more likely you will be able to get the times of your choice.**

If I have a busy travel schedule, I may set up more than one month at a time and I will let you know how far in advance you can schedule. In addition, my travel schedule may require me to schedule sessions on alternate days and times in a given week. I appreciate your patience with these necessities. It is one of the drawbacks of working with a coach who is also a world traveling speaker!

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## FAQ for the appointment process

(If you have a question not addressed here, please email me, I am still developing this)

**Q – Can I schedule more than one session in a single invite?**

A – Yes, you can add a second session as explained in Step 3.

**Q - I booked the appointment. Can I reschedule it?**

A – Yes! If it is more than 24 hours in advance, of course I am happy to reschedule if I have availability. You can now reschedule your own appointments! Just click the “Change/Cancel Appointment” link in the scheduling confirmation email you receive from Acuity Scheduling.

If you can find no available time in the concurrent month, do NOT choose a time in a future month. I do not carry sessions forward, unless I cause them to be rescheduled.

DO email me, as I may be able to offer you additional times (see the answer to “currently not available” question below)

If you need to make changes simply submit a new booking and write in the notes that it is replacing your previous booking. If you can find no available time in the concurrent month, do NOT choose a time in a future month. I do not carry sessions forward, unless I cause them to be rescheduled (as stated in the Policies and Procedures). DO email me, as I may be able to offer you additional times (see the answer to “currently not available” question below)

**Q - How do I cancel an appointment?**

A –If it is less than 24 hours, please email me what’s going on and I will cancel the appointment from my end. Remember that all sessions cancelled with less than 24 hours’ notice will not be rescheduled (barring serious illness or emergency). If it is more than 24 hours before the session, follow the directions to reschedule the booking (above).

**Q - Can I access this page from my smartphone or tablet?**

A - Yes you can, just use your browser and go to <https://DebraRussellCoaching.as.me/MyCoaching>.