



Practitioner Guide to using XRT Boundless

**Everything you need to get started
with XRT Boundless and use it with
confidence.**

Prepared by XR Therapeutics



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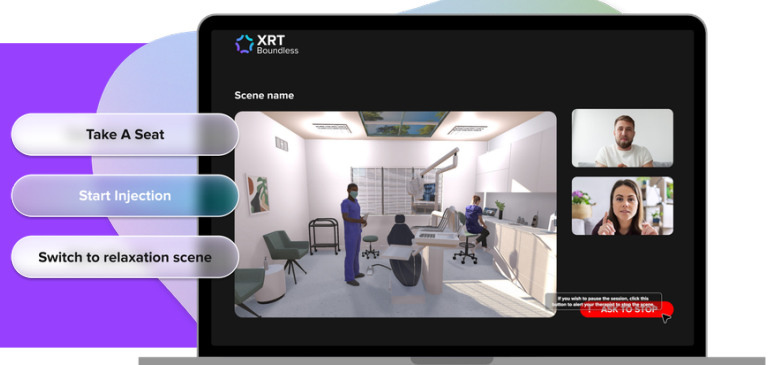
What is **Boundless**?

Boundless is cloud-based software that turns any laptop, tablet, or desktop into a fully controllable extended-reality (XR) therapy room.

Built on NHS-backed research, it enables practitioners to provide talking therapy treatment in-person or remotely using immersive “treatment scenes” – digital simulations of real-world situations that trigger anxiety disorder responses – in a safe and controlled environment.

Using Boundless enables targeted interventions and personalised care through a process of discovery aided by improved communication and can simulate real-world scenarios that are difficult to replicate in a treatment setting.

Now that your organisation has joined XRT Boundless, let's get started!

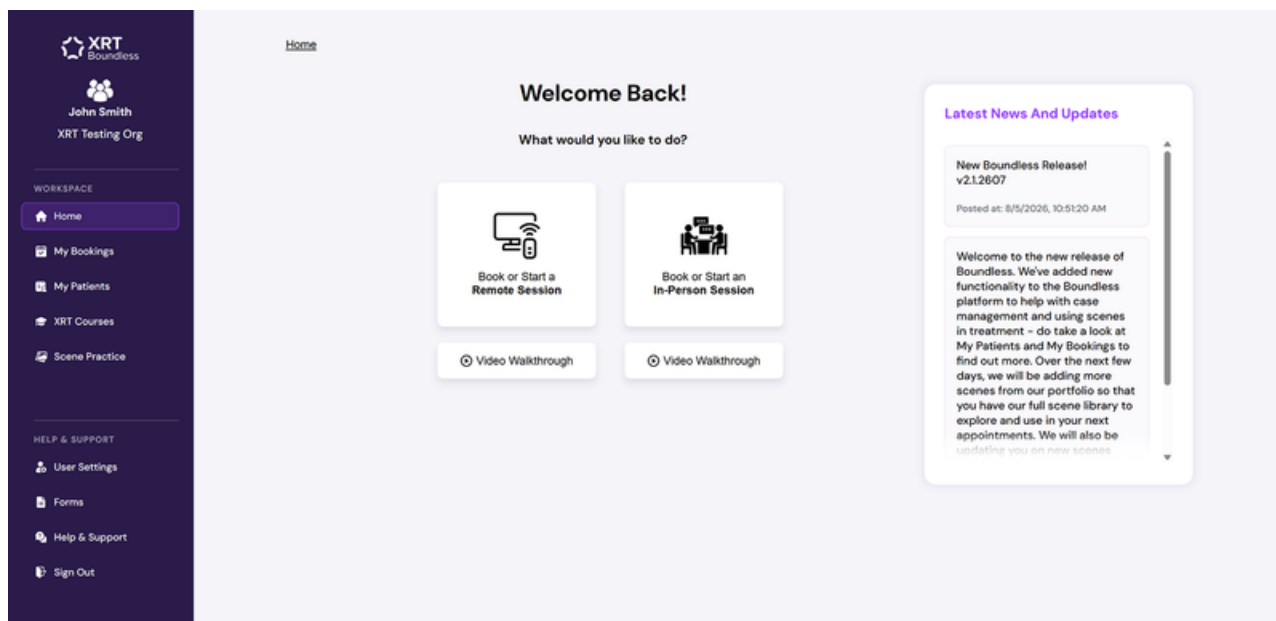


Getting Started

You will receive an email to set up your Boundless account. This will contain a link for you to set your password. When you have created your password, you will be able to see your Homepage. We recommend you save the Boundless Homepage as a favourite or shortcut in your Bookmark bar for quick access.

From your Homepage you will see 5 options:

- Book/Start a Remote or In-Person Boundless session
- My Bookings
- My Patients
- XRT Courses
- Scene Practice



IMPORTANT! You will **NOT** be able to Book a Boundless session or View Scene Practice until you have completed the E-learning.

This comprehensive e-learning course is designed to empower you with the skills and knowledge to effectively integrate Extended Reality (XR) technology into your clinical practice. The e-learning takes approx. 1 – 2 hours to complete and is CPD UK accredited.

Upon successfully completing your e-learning you will be certified to use XRT Boundless. You will now be able to Book Boundless sessions and View the Scene Gallery.

XRT Courses

Develop your confidence and get the most from the Boundless platform through practical training and learning resources.

- Boundless in Clinical Practice**
Learn the clinical foundations of XR therapy and how to confidently deliver treatment using the Boundless platform.
[Start Course](#)
- Boundless for Coaching Practice**
Learn how to deliver effective coaching sessions using the Boundless platform with practical coaching techniques.
[Start Course](#)
- Clinical Foundations of XR Therapy**
Learn how to deliver effective coaching sessions using the Boundless platform with practical coaching techniques.
[Start Course](#)

Welcome to Boundless in Clinical Practice

Course Overview

Boundless in Clinical Practice provides the practical knowledge you need to safely and confidently integrate Boundless into your existing clinical practice. The course focuses on where Boundless may fit within treatment, preparing yourself and your client, delivering sessions and using the platform in practice.

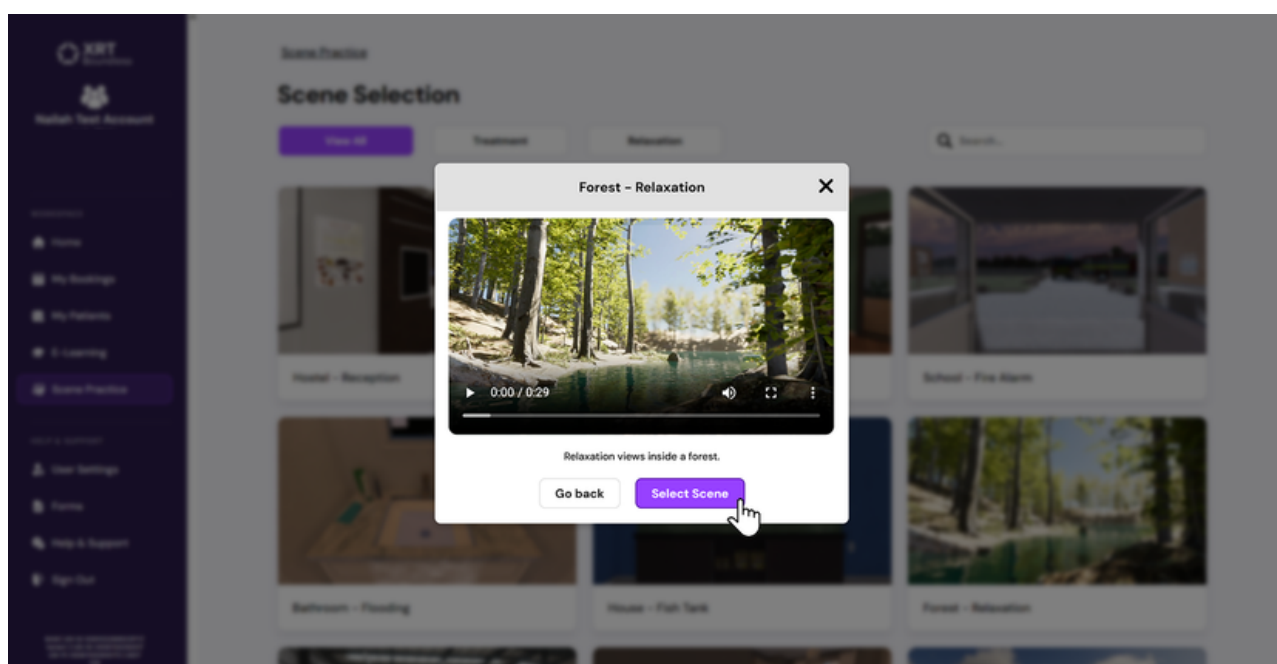
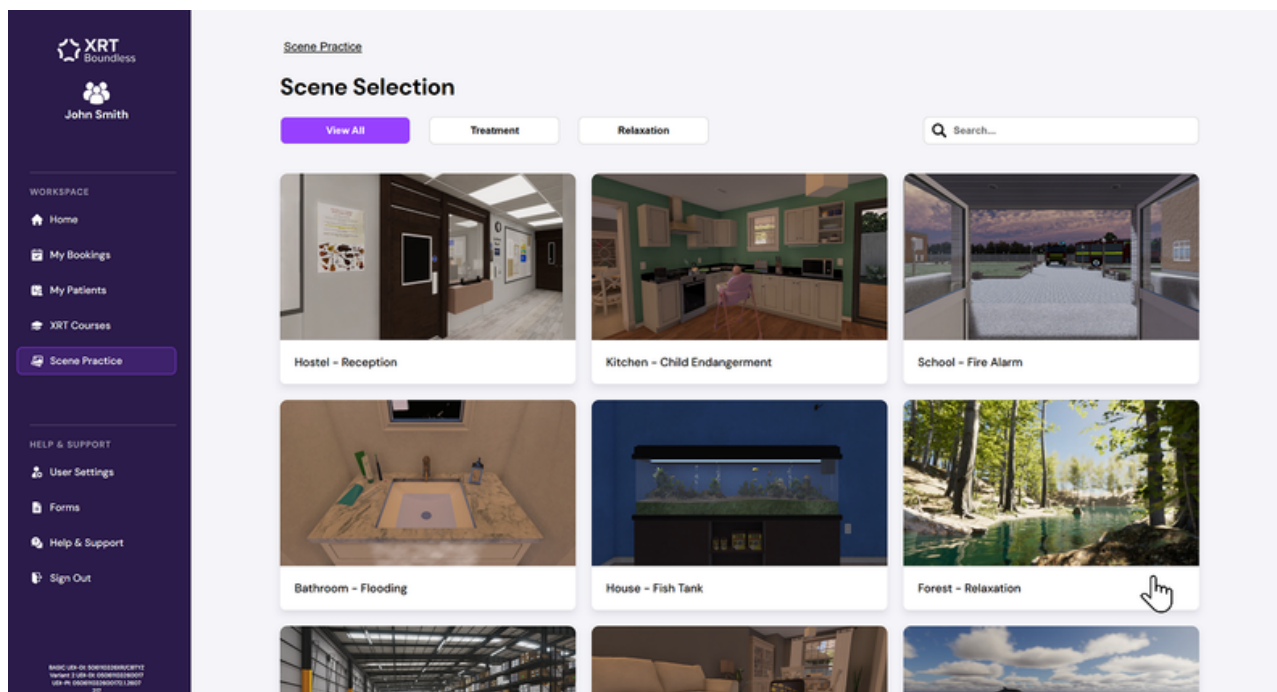
- Module 1: Introducing Boundless**
An introduction to what Boundless is, how it complements existing therapeutic approaches, when it may add value to treatment and how its use can be adapted to individual client needs.
- Module 2: Preparing for Treatment**
Covers suitability and acceptability, inclusion and exclusion considerations, relaxation environments, supporting resources and the information you should consider when preparing a client for treatment.
- Module 3: Delivering Treatment**
Explores how Boundless-supported treatment may work in practice, from pre-treatment and early sessions through to ongoing treatment, follow-up and real-world application, alongside example clinical scenarios.
- Module 4: How to Use Boundless**
A practical guide to using the platform, including accessing Boundless, booking and joining sessions, sending client links, navigating therapeutic environments and using scene controls during treatment.

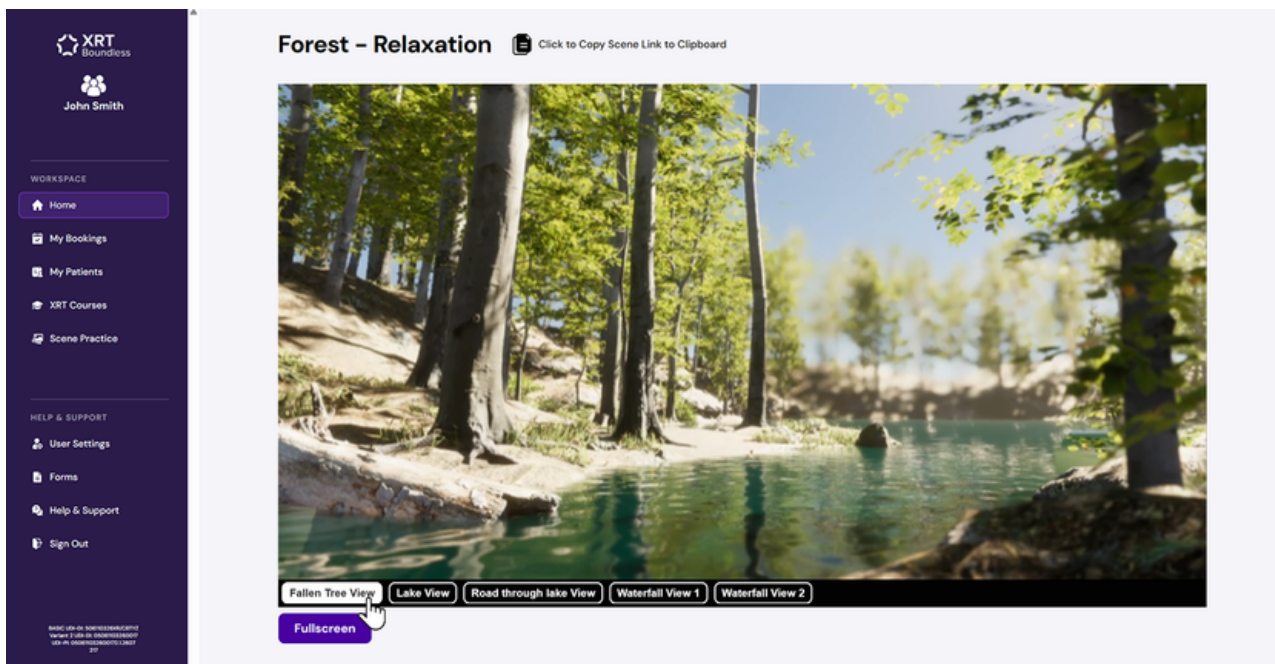
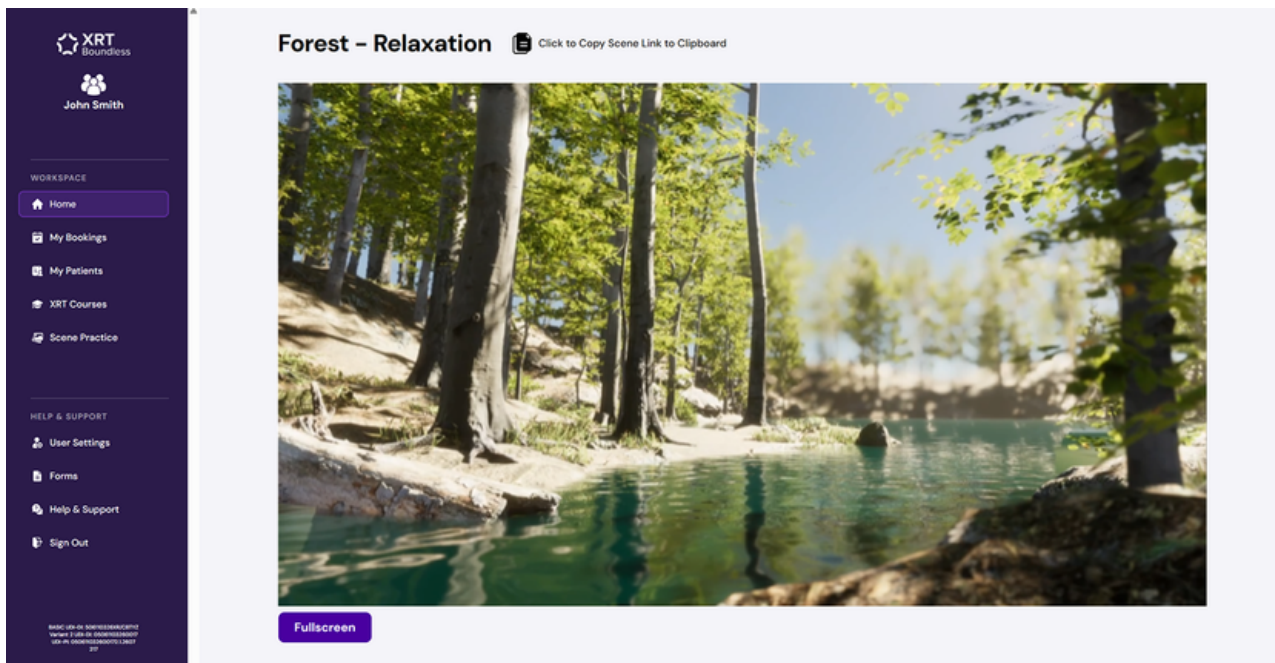
[Next: Module 1 →](#)

Using Scene Practice

From your home page, click Scene Practice, where you will be able to see all the scenes in your library. Select View All to browse all available scenes, or use the tabs to filter between Relaxation and Treatment scenes.

To see more information about a scene, click on the scene to preview it and read its description. Alternatively, click **Select Scene** to explore the controls and functionality within the scene and prepare for your session.

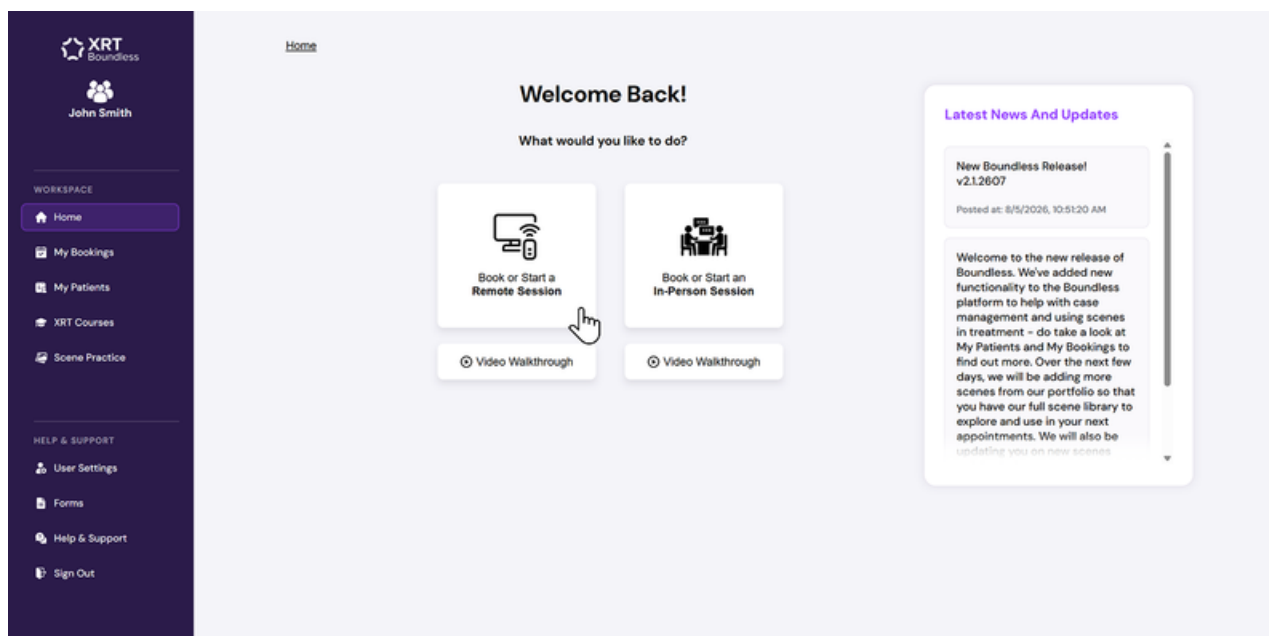




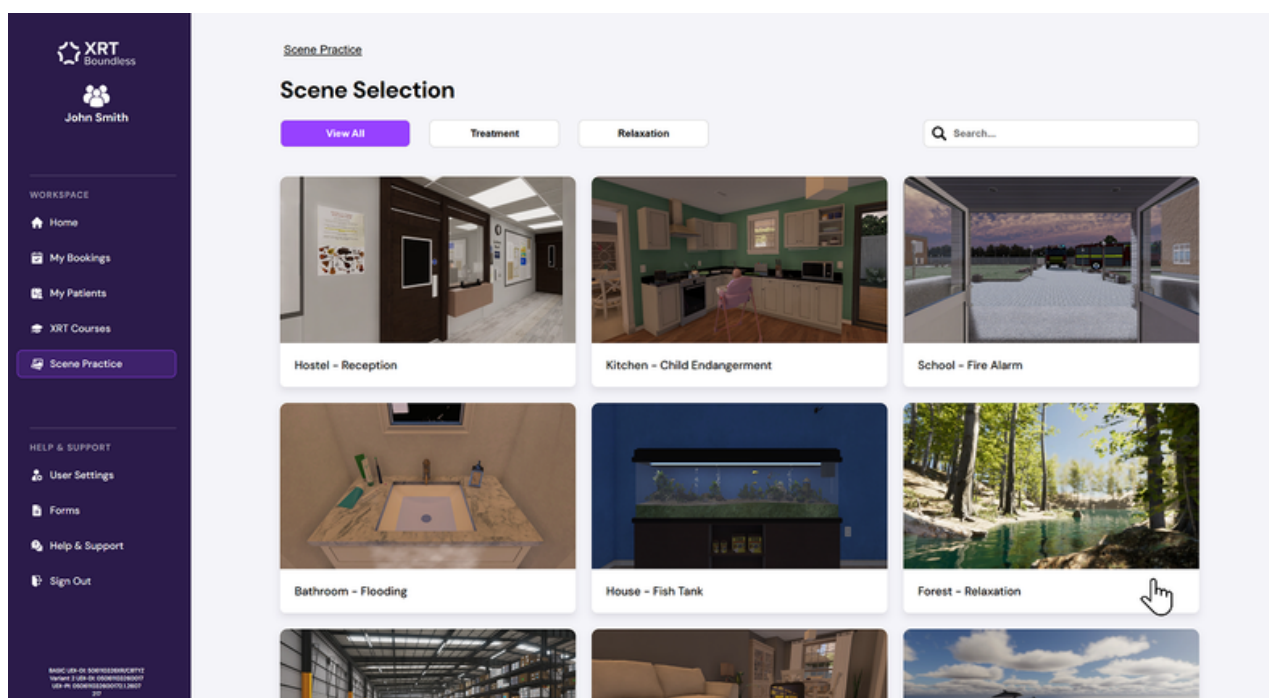
Moving your mouse to the bottom of the screen will enable you to view and use your controls. Click **Fullscreen** to make it larger and **ESC** to exit this mode. To return to the Scene Gallery, press **Back**.

Book a Boundless Session For Later

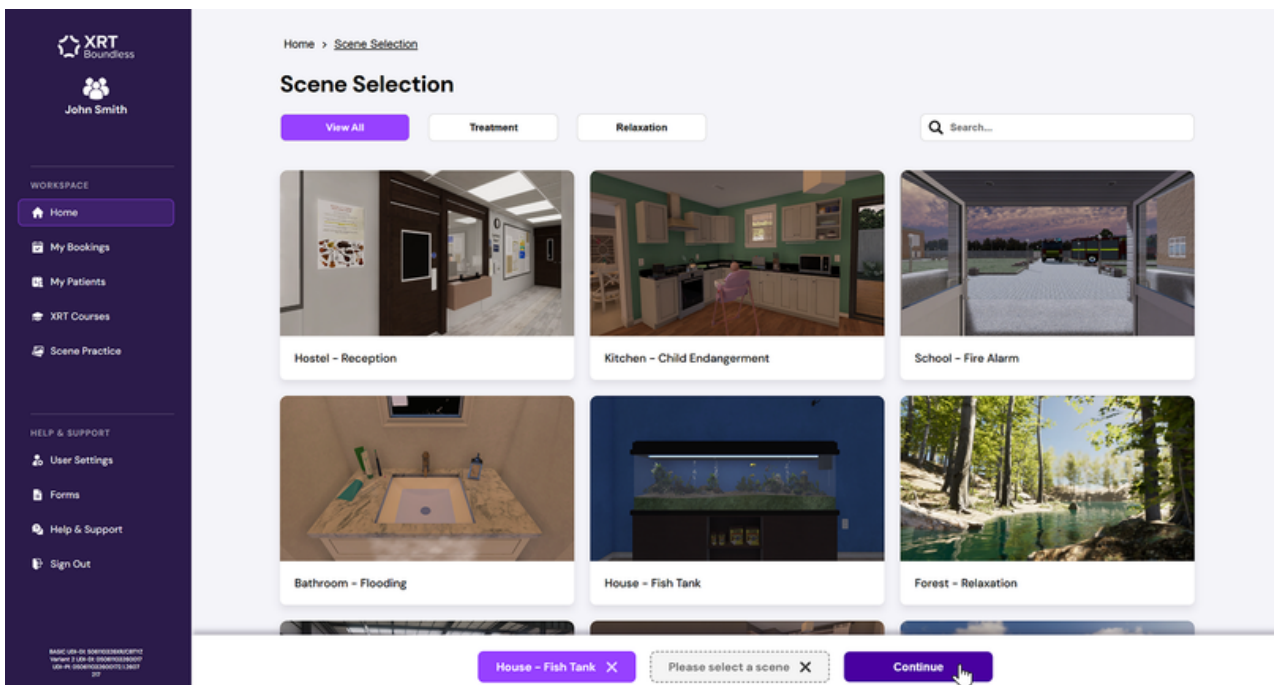
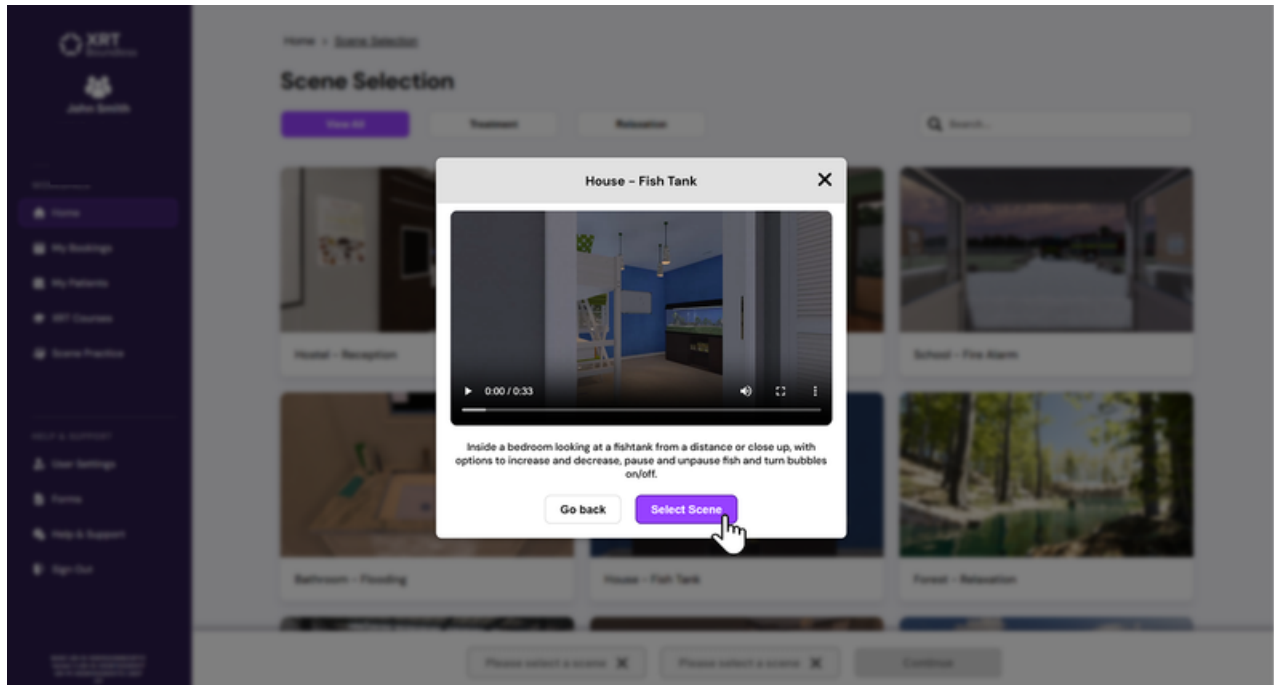
To book a Boundless session, select **Book/Start Remote** or **Book/Start In Person** from the main dashboard where you will be able to see all the Scenes in your library.



You can use the filters at the top of the screen to select **View All** or choose to look at **Treatment** or **Relaxation** scenes only.

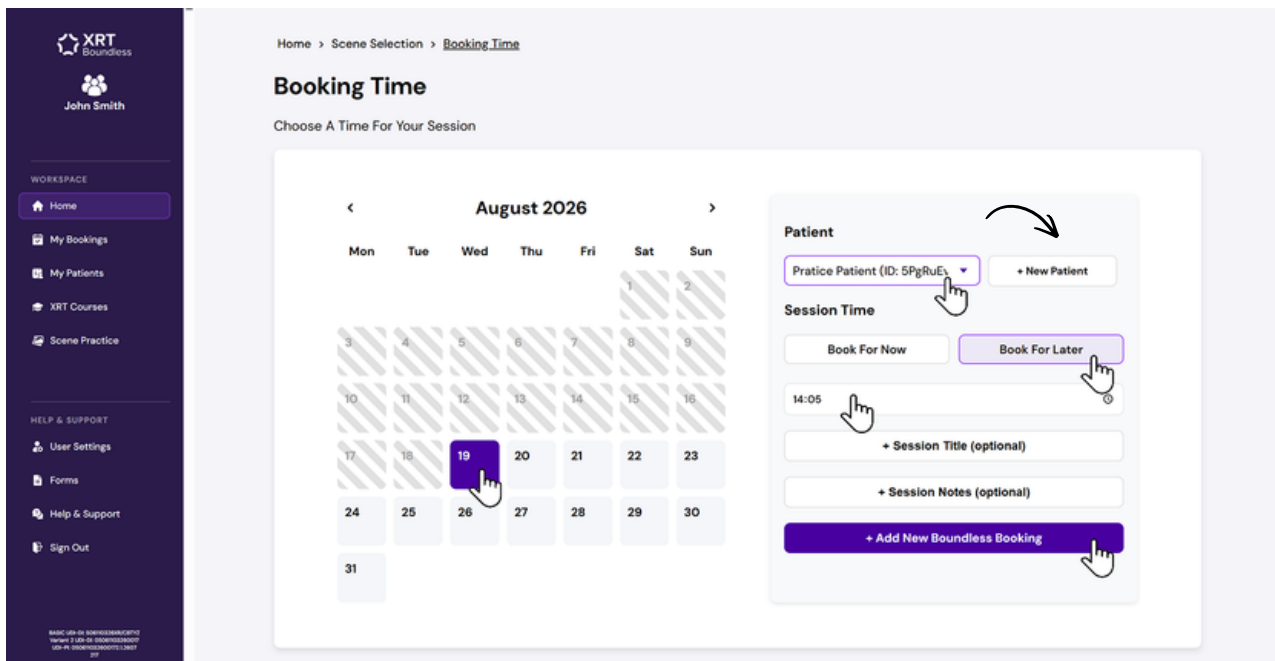


Click on the image to preview and see more information about that scene, click **'Select Scene'**. You can select up to **two scenes** or **continue with one** to use in your Boundless session (you can change these scenes later in My Bookings). When ready, press **'Continue'**.

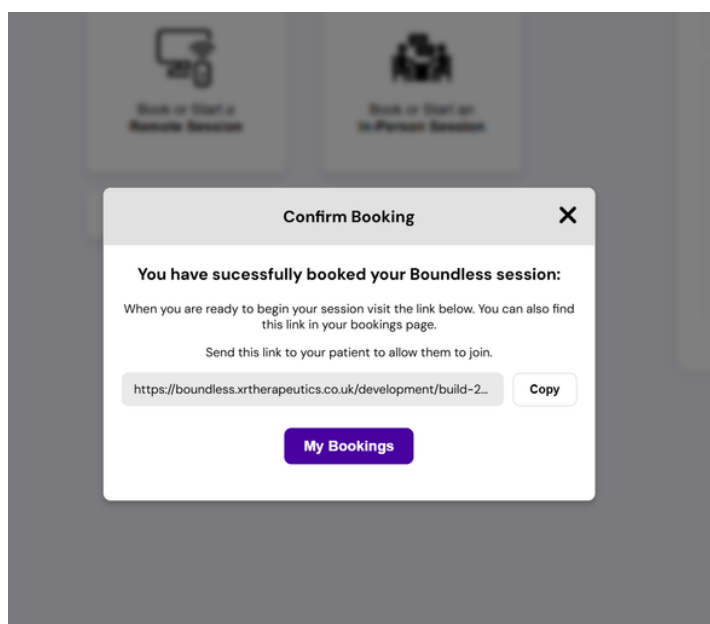
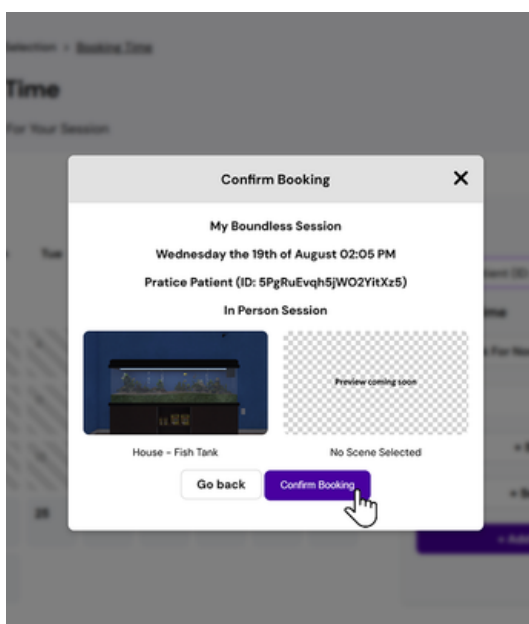


You can now select the Service user and date and time of your Boundless session. **If this is a first appointment** and you **have not** yet added a Service user, you will need to by clicking ' **+ New Patient**' before you can continue.

If you want to change the default session name from '1hr Boundless Session', just click **+ Session Title (optional)**. **Please note: Only you** will be able to see this session title change and any session notes you make and these are optional.



Once you have selected the date and time, click ' **+ Add New Boundless Booking**', check the session details and press '**Confirm Booking**'. You will get a successfully booked popup where you can **Copy** your session link or view the booking in '**My Bookings**'.



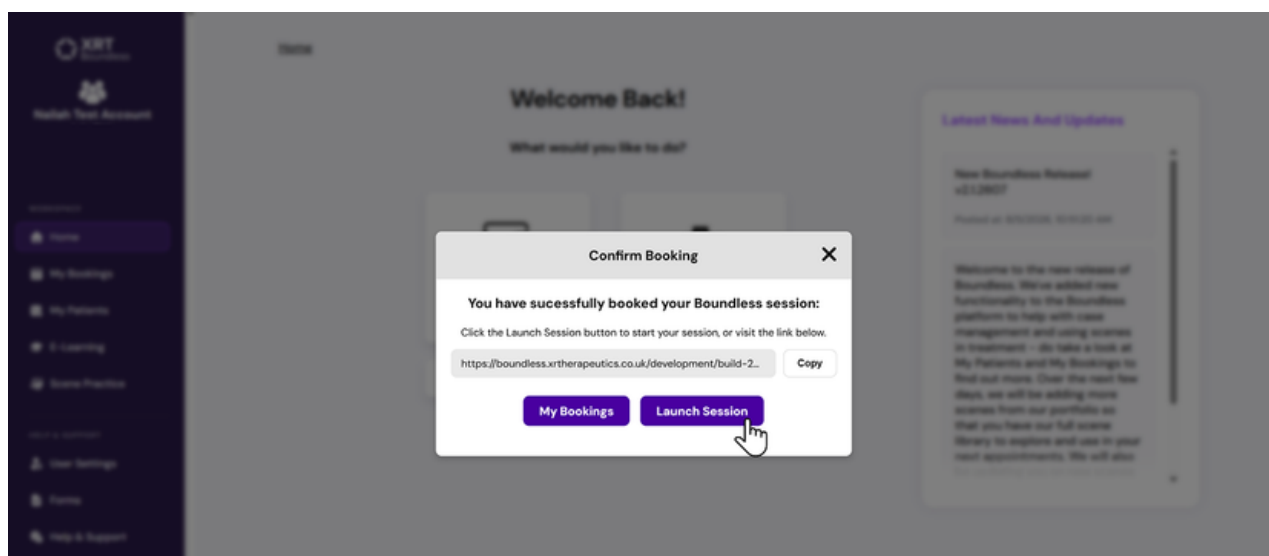
Book a Boundless Session For Now

To start a **Boundless Session immediately**, click Book/Start Remote or Book/Start an In-Person session on your dashboard, select your session scenes from the Scene Gallery, and continue to the Booking details page.

Here, you can select your Service user (or add a new user by clicking + New Patient) and select your Session time as **Book For Now** and click **+ Add New Boundless Booking**.

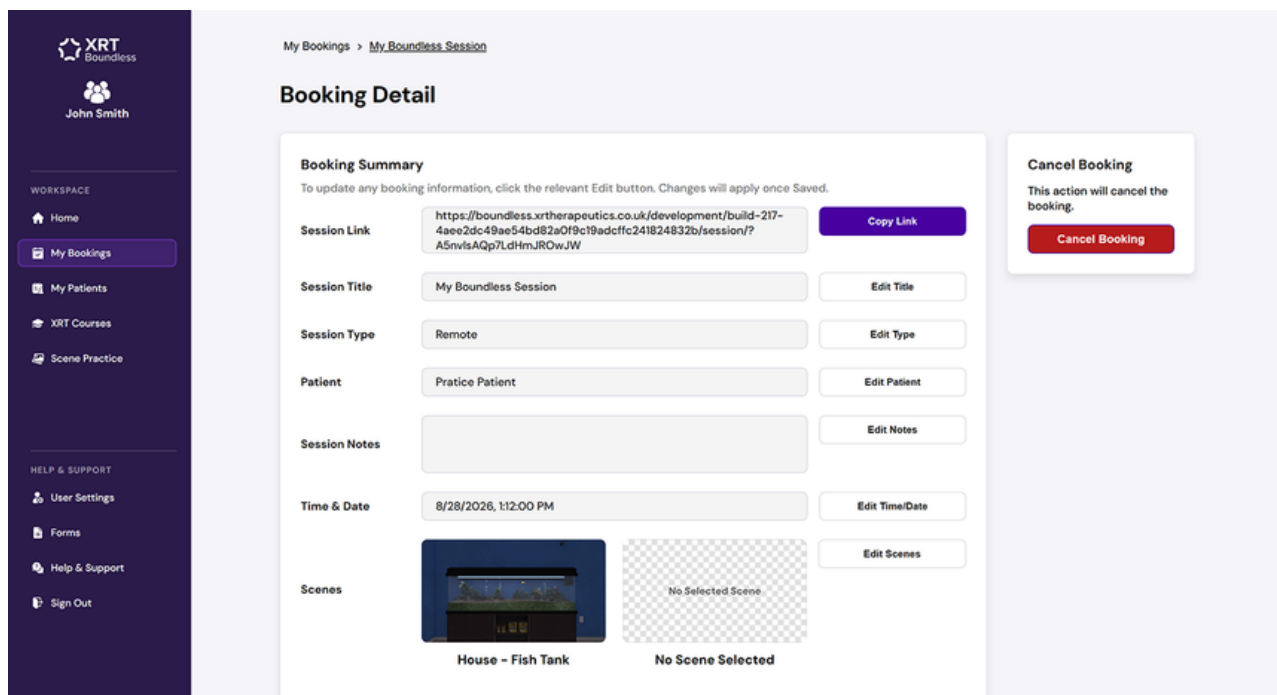
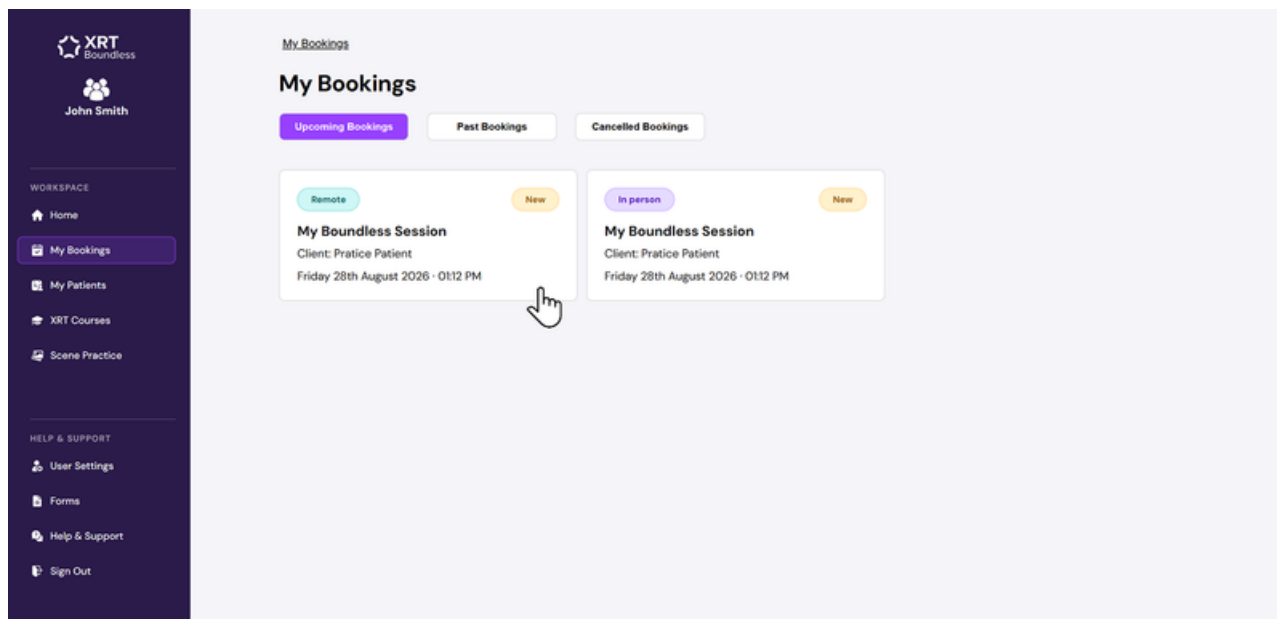
Confirm your booking and then click **Launch Session** – this will open your session immediately in a new tab.

The screenshot shows a web interface for booking a session. On the left is a dark purple sidebar with the user's name 'John Smith' and organization 'XRT Testing Org'. Below this are sections for 'WORKSPACE' (Home, My Bookings, My Patients, XRT Courses, Scene Practice) and 'HELP & SUPPORT' (User Settings). The main content area is titled 'Choose A Time For Your Session'. It contains a form with the following elements: a 'Patient' section with a dropdown menu showing 'Practice Patient (ID: 5PgRuEv)' and a '+ New Patient' button; a 'Session Time' section with 'Book For Now' and 'Book For Later' buttons; two optional text input fields for 'Session Title' and 'Session Notes'; and a large purple button at the bottom labeled '+ Add New Boundless Booking'.



How to manage a Boundless Booking

To manage any of your Boundless bookings, go to **My Bookings** on the left hand side panel where you will find Upcoming Bookings, Past Bookings, and Cancelled Bookings. Click on any booking to see more information about that session.



Click on a booking where you will be able to:

Find your Session Link

You will need this link to join the treatment session. You will need to copy this link and paste into your browser to join the session. You will also need to copy this link and send it to your Service user (using your normal appointment booking process) so that they are also able to join the session at the scheduled date & time.

Edit Session Title / Session Notes

(this information will be private to you)

Edit Session Type / Patient

Change the type of session – Remote or In-Person and Service user.

Edit Time & Date

Select a new date and time – remember to send a new session link to your Service user for the rescheduled date and time.

Edit Scenes

You will be taken back to the scene gallery where you can pick up to two scenes but can continue with one.

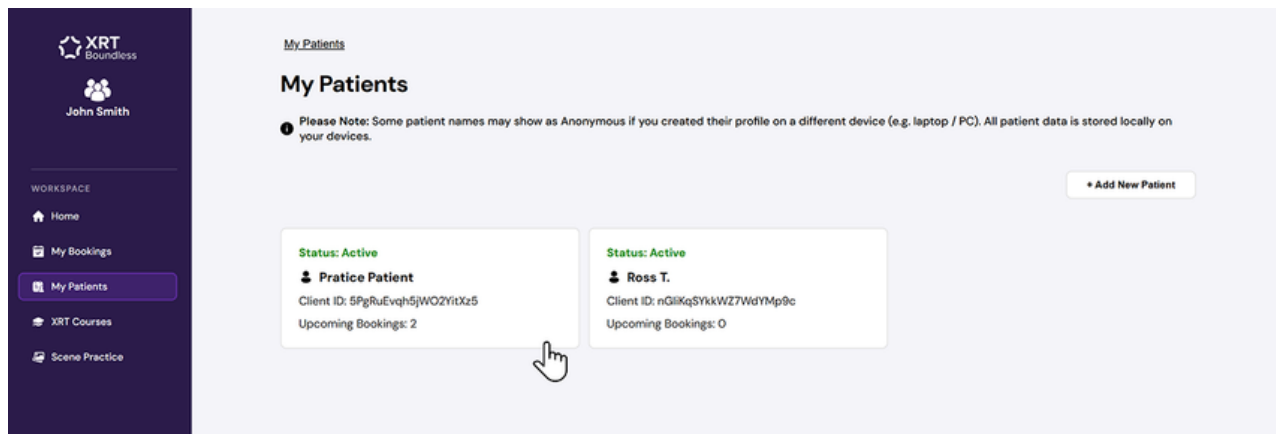
Cancel Booking

You will be able to cancel the booking. Once cancelled, this can not be reversed. Once confirmed, this will appear in your Cancelled bookings.

IMPORTANT! In **Past Bookings / Cancelled Bookings**, you will be able to see all previous/cancelled sessions but **will NOT** be able to click into the booking to see any further information.

How to manage your Service users

To manage any of your Service users, go to the **My Patients** tab on the left-hand side panel. Here, you will find all active and inactive Service users. You can add a new user by clicking **+ Add New Patient** or view more information about your current users.

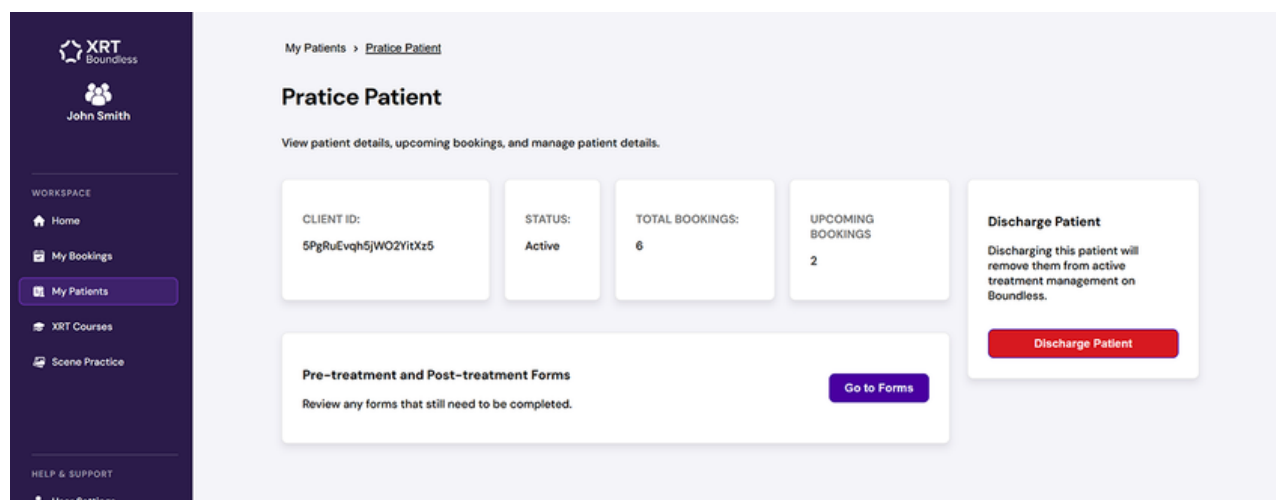


To view more details, click the Service user's name. You can then see their **Client ID**, **Status** (Active or Discharged), **Total bookings**, and **Upcoming sessions**.

You can also:

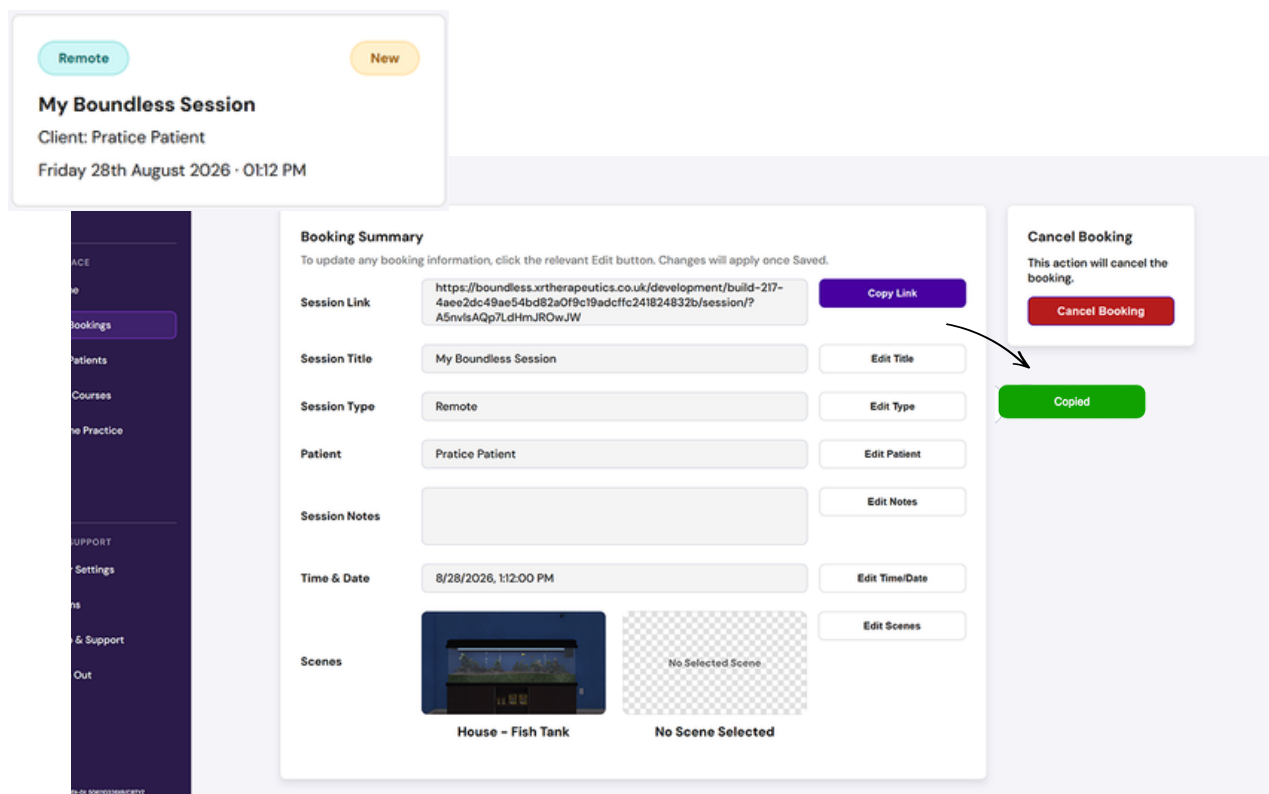
Discharge Patient – This will allow you to discharge the Service user from your service and remove them from active treatment management.

Pre-Treatment & Post-Treatment Forms – This will allow you to complete both pre-treatment and post-treatment forms for your Service user. These should be completed during the first session and the final session.



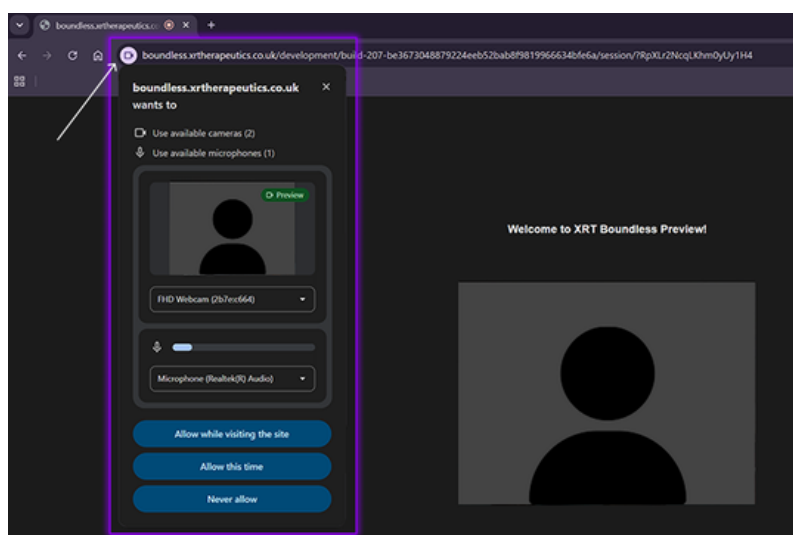
Joining as a Practitioner

You can find your **Session link** in My Bookings for the date / time you have arranged your Boundless Session. Click on your boundless session to see more information. **Copy** the Session link and open in a new tab to begin your session.



You will need **access to your Microphone and Video** camera for this session by clicking on this popup.

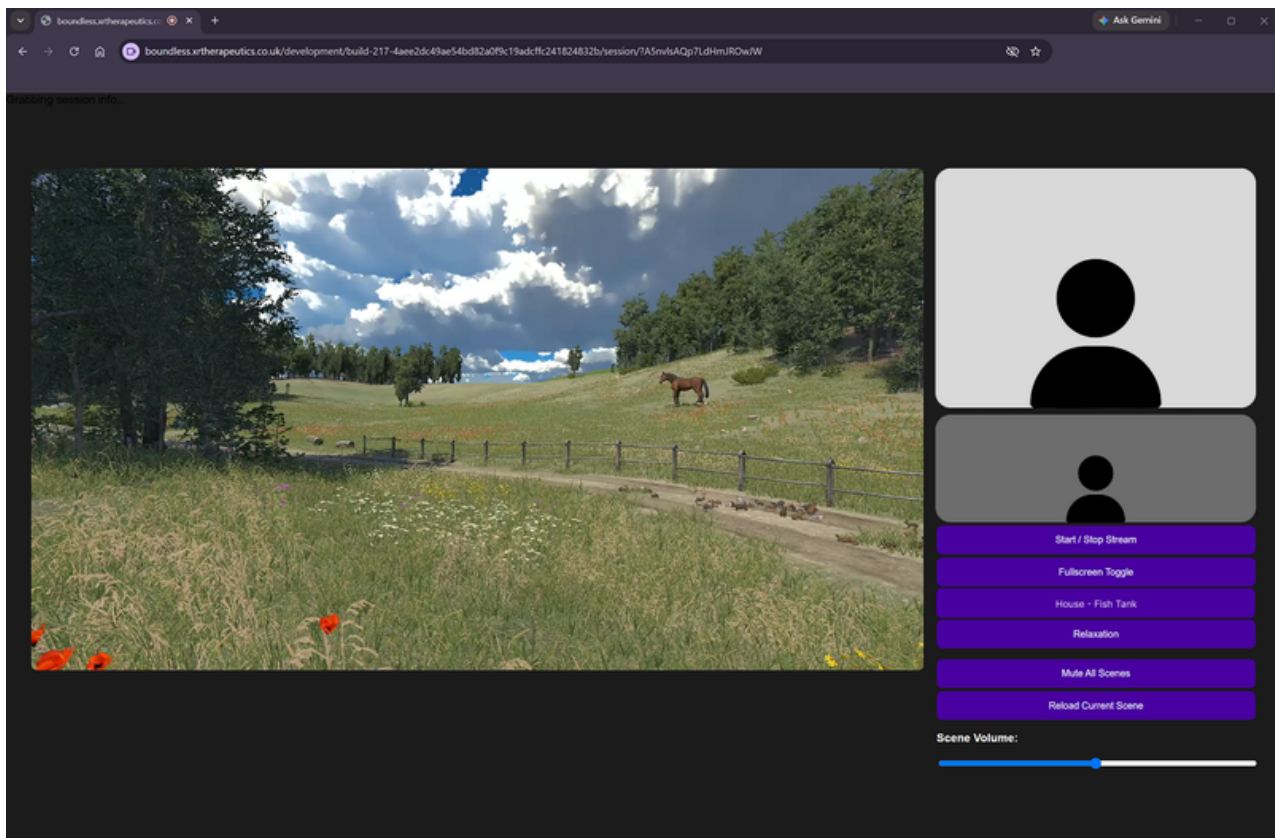
If this popup does not show, press this button and tick microphone and webcam:



IMPORTANT!

You may need to reload / refresh the page for the changes to take effect.

When you have joined the session, this is how it would look for you:



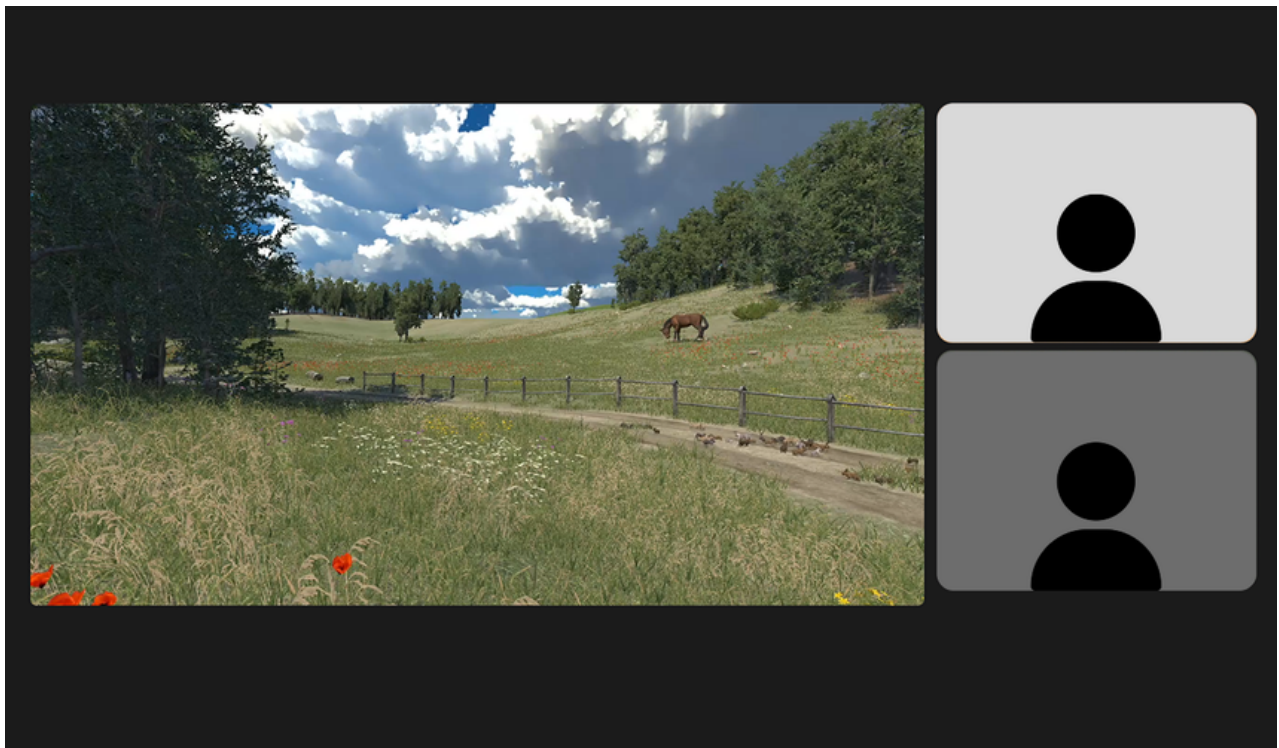
See *Using Scene Controls, page 18*, to learn more about the buttons on this page.

Joining as a **Service user**

Make sure your Service user has received their session link from the practitioner prior to the day of the session via email or the normal appointment booking process. You can find the session link in My Bookings and clicking into the booking.

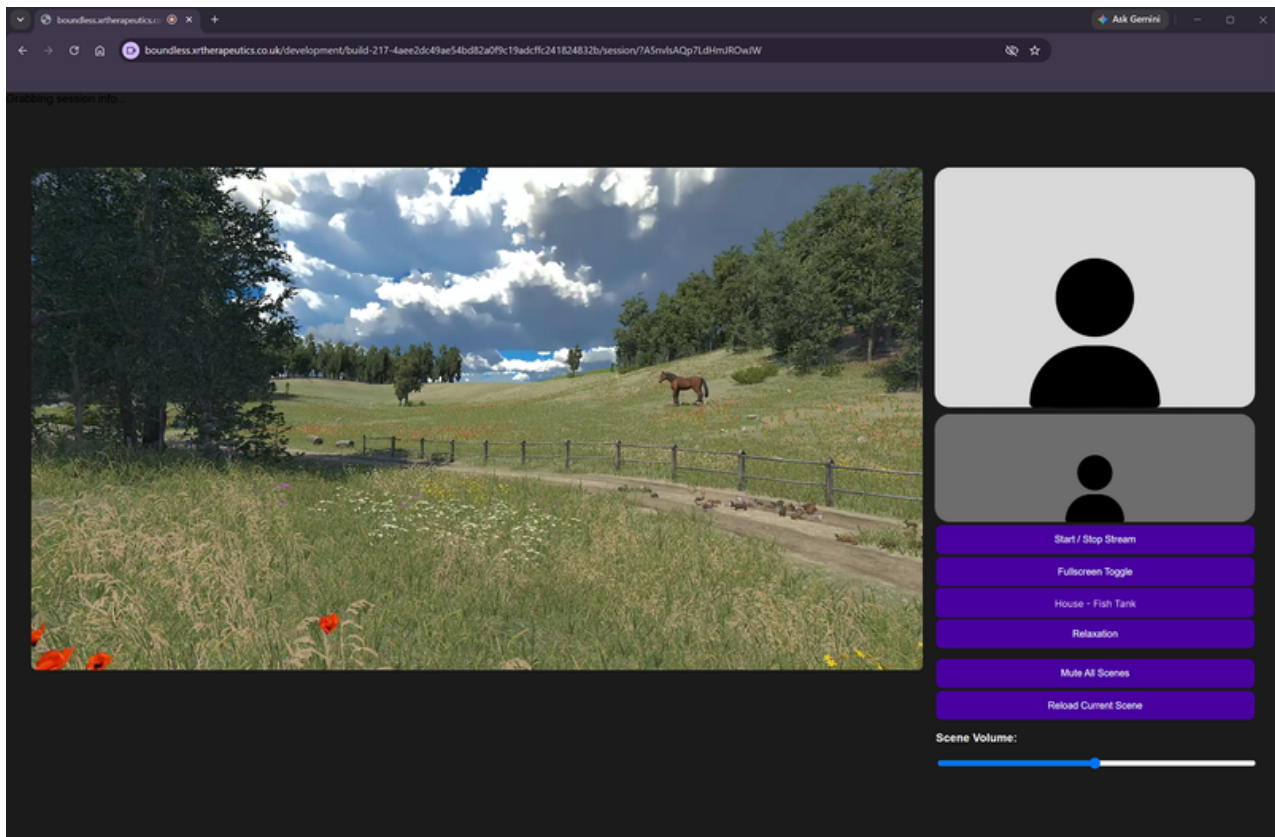
On the day/time of the session, your Service user would copy or click the link provided and be taken to the XRT session (like joining a Zoom call). They will need access to their Microphone and Video for the call (see notes and reference images above in Joining as a Practitioner.)

This is how it would look for the Service User:



Using the Scene Controls

When you have joined and started your session, you will see a few buttons to help control your Boundless session:



Start / Stop Stream – to open or close the digital scenes for you and your Service user to view

Fullscreen Toggle – expand the digital scene to fit your whole screen

Name of Scene 1 – you can select the first scene you chose

Name of Scene 2 – you can select the second scene you chose

Relaxation – this will open a relaxation scene

Mute All Scenes – This mutes all the scenes leaving only audio between you and the user.

Reload Current Scene – you can restart if the connection was lost for any reason

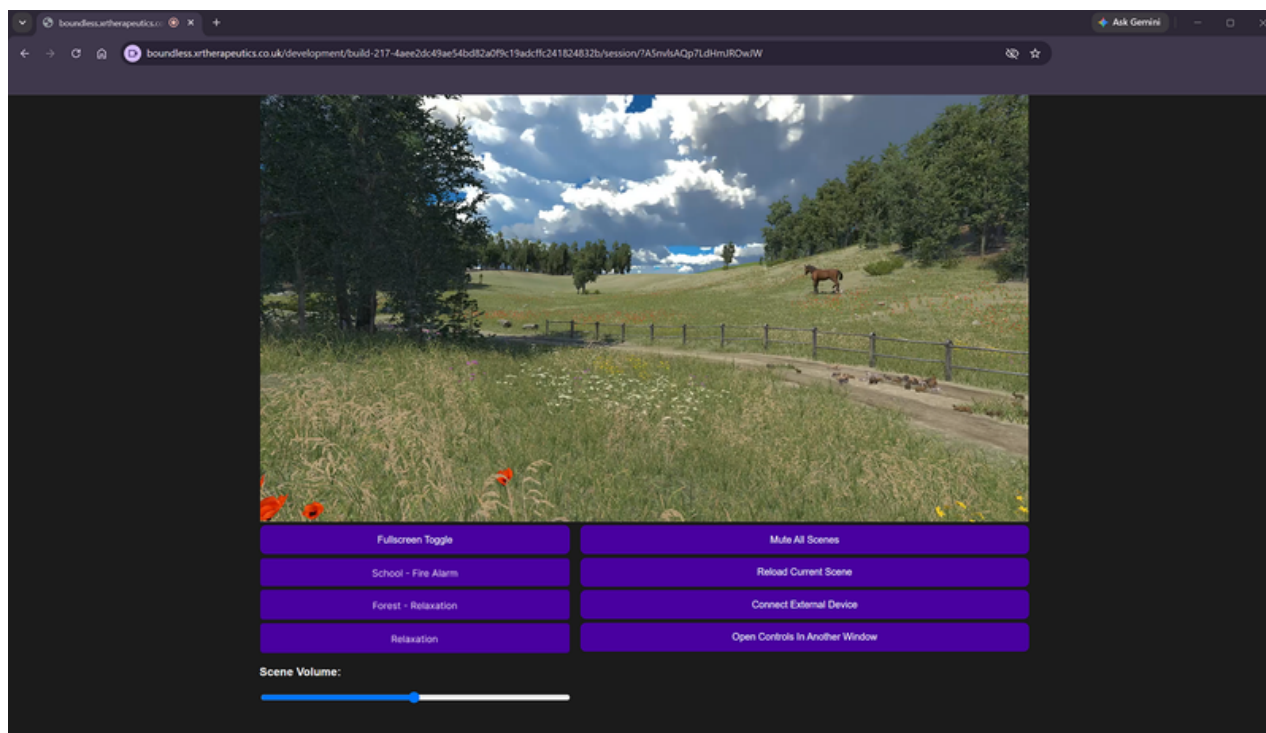
Screen Volume – toggle the volume to increase or decrease the sound

Using an External Device for Scene controls (In-person session only)

You may want to connect to a tablet or your mobile phone to use the scene controls to navigate the Boundless journey. There are two ways you can do this:

Connect External Device – A QR code will pop up which you can scan using a tablet or mobile to get the scene controls on the chosen device.

Open Controls in Another Window – This option opens up the scene controls in a new pop up window.



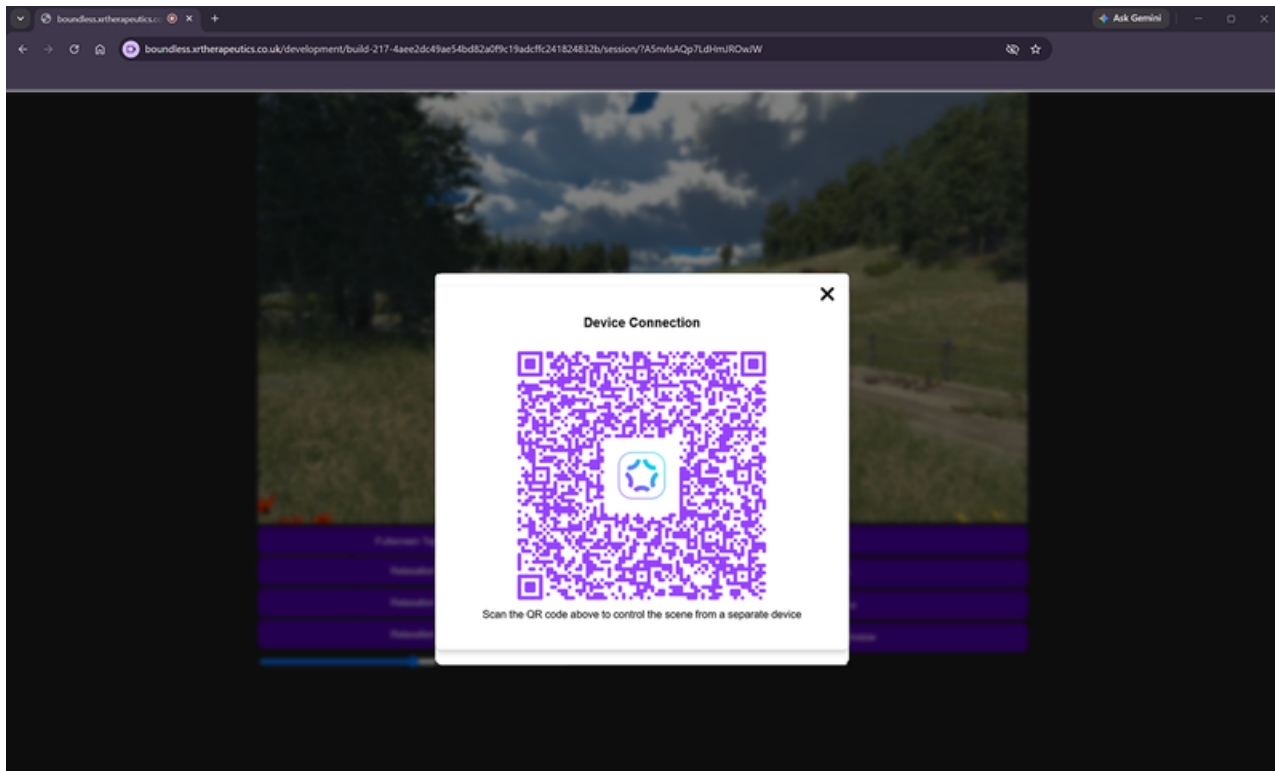
IMPORTANT!

1. You can see the controls for each scene to navigate through the scene, **but your Service user will not.**

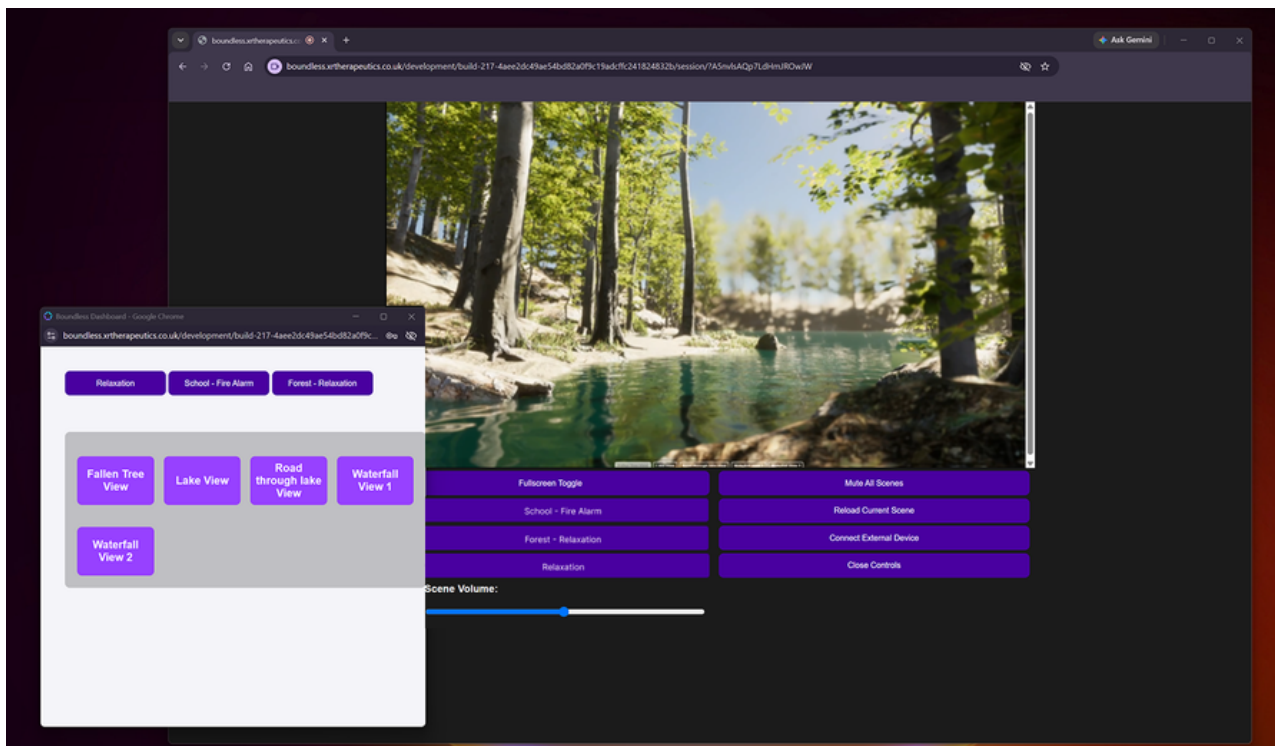
2. As you move through the scene, new controls and functions will become available to use in the appropriate part of the Service user's journey as you both navigate the scenario.

For example: If entering a hospital for a blood test, you would be able to pick up the needle when you are in the clinic room but not in the waiting room which would be too early and inappropriate in the scene journey.

Connect External Device:



Open Controls in Another Window:



Deliver a session using a TV screen

You may wish to connect your laptop or desktop PC to a larger screen to deliver your Boundless session.

If you chose to hold the Boundless session on a larger screen connected via a HDMI cable, you have the ability to control the scenes using another device such as a tablet or a smartphone. This means you can step away from your laptop or PC for the session and your Service user cannot see the controls during the session.

To do this:

- In the room where you would like to connect to a TV screen, connect the HDMI cable from your laptop or PC to the TV and check the input for whether this HDMI 1 or HDMI 2.
- Turn on the TV and using the remote control 'Source/Input' button change the TV input to the required HDMI setting (HDMI 1 or HDMI 2) if the TV screen does not automatically show your laptop/pc screen
- On your laptop or PC, open your Boundless Homepage and go to the Scene Gallery and scan the QR code with the tablet or smartphone you wish to use to control the scene.
- The Scene Gallery and controls will now be shown on your tablet or smartphone (we term this the 'external device').
- You can now select one scene on your external device.

You are now ready to start your session and control the scenes using your external device.

IMPORTANT!

You can only connect to an external device to control scenes by selecting Local Session and scanning the QR code.

Frequently Asked Questions

Q. How do you refresh the scene on the screen if my tablet disconnects when using a QR code to connect the tablet?

A: If the tablet disconnects it will automatically attempt to reconnect and refresh the scene, you don't need to do anything.

Q. How can swiping down the tablet screen in error affect the connection between the tablet and TV?

A: It will reset the site on the tablet, disconnecting the tablet from the TV. However, it will then try to reconnect to Boundless and the TV.

Q. It's taking a long time for a scene to load, what do I do?

A: We advise that you are somewhere with a stable internet connection and you close other applications on your device for remote calls (e.g. Teams or Zoom).

More complex scenes may take longer to load due to the amount of information in the scenes. You are able to show a relaxation scene to your Service user while your treatment scene loads in the background.

Q. My Service user hasn't received an email appointment link prior to joining the session, what do I do?

First, check your junk or spam folder, and that the appointment was sent correctly. If the email still isn't there, you can resend the appointment link from the 'My Bookings' section in Boundless.

Q. Who do I contact if I need to ask a question about using Boundless?

A: Please contact your Account Manager.