



Service User Guide for XR Therapy with Boundless

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

Prepared by:
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What is Boundless?

Boundless is a digital therapy platform (that you can access through your laptop, tv or phone) which uses lifelike, digital simulations to help you work through anxiety, phobias, and other challenges — all from the comfort of your own home.

It's based on NHS-backed research and combines proven therapy techniques, such as CBT, with lifelike digital environments. These are a bit like interactive videos or games, where you can practise real-life situations, like going on public transport, being in a busy shop, or having a conversation, without the pressure of actually being there.

Your practitioner will guide you through these sessions and tailor them to your needs. Boundless helps you talk more openly about how you're feeling, builds your confidence, and prepares you to manage difficult situations in everyday life



Now you know what Boundless is, let's get started!

Getting Started

Once your practitioner has set-up your Boundless session, you will receive a calendar invite or email containing the unique web link for your session.

You won't need to set-up an account with us, just simply click the link or copy and paste it into your browser when you are ready to join the session, your practitioner should be there waiting for you.

For your browser, we would recommend Safari or Chrome however our software has been built to be compatible with most browsers so if you don't have either of these don't worry.

If for some reason you cannot make your session and need to change it to a different day, your practitioner will create a new booking and provide you with a new link. It's important you use the new link as the other one will no longer be valid.

Boundless: Session 1



Penny Day <penny@xrtherapeutics.co.uk>

Required: Sarah Rodgerson

Today at 15:51

Thursday 29 May 2025 at 16:00 – 17:00.

RSVP to this event

Email organiser

Optional message to organiser

Accept

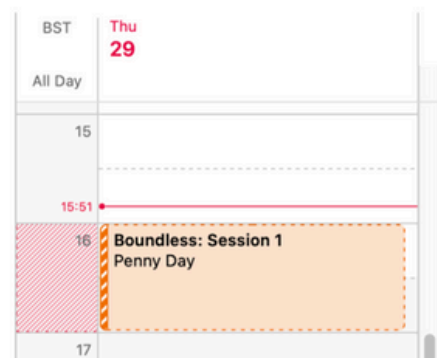
Tentative

Decline

Propose New Time

Please use this link to access your Boundless session:

<https://boundless.xrtherapeutics.co.uk/session/?o2KVilloYfrW1bLFKKVf>



RE: Your Boundless Session



Penny Day <penny@xrtherapeutics.co.uk>

Today at 15:52

To: Sarah Rodgerson

Hello User,

Hope you are well, please use this link to access your first Boundless session:
<https://boundless.xrtherapeutics.co.uk/session/?o2KVilloYfrW1bLFKKVf>

Your appointment will be at 16:00 on Thursday 29th May 2025, please let me know if you need to change your appointment.

Look forward to meeting you.

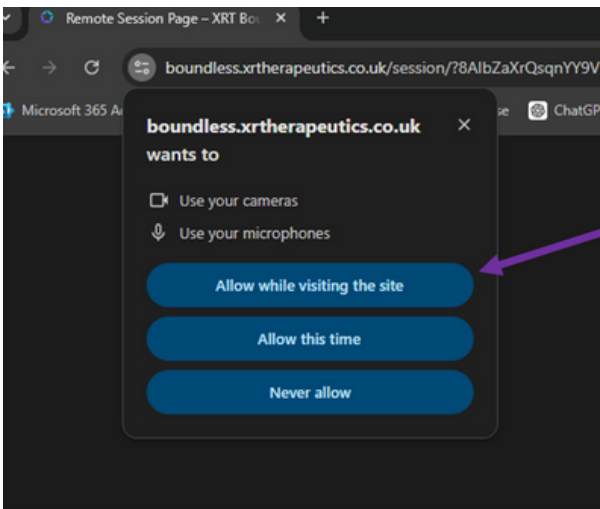
Thanks,

Your therapist

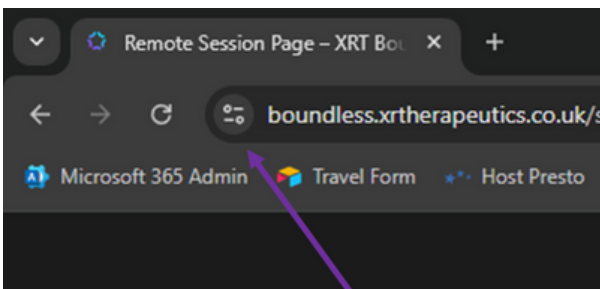


IMPORTANT!

Please ensure your microphone and camera are turned on.

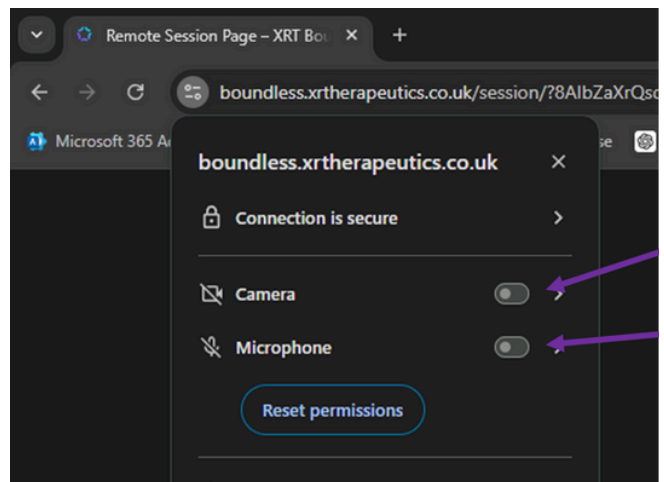


If this popup does not show, press this button and tick microphone and webcam:

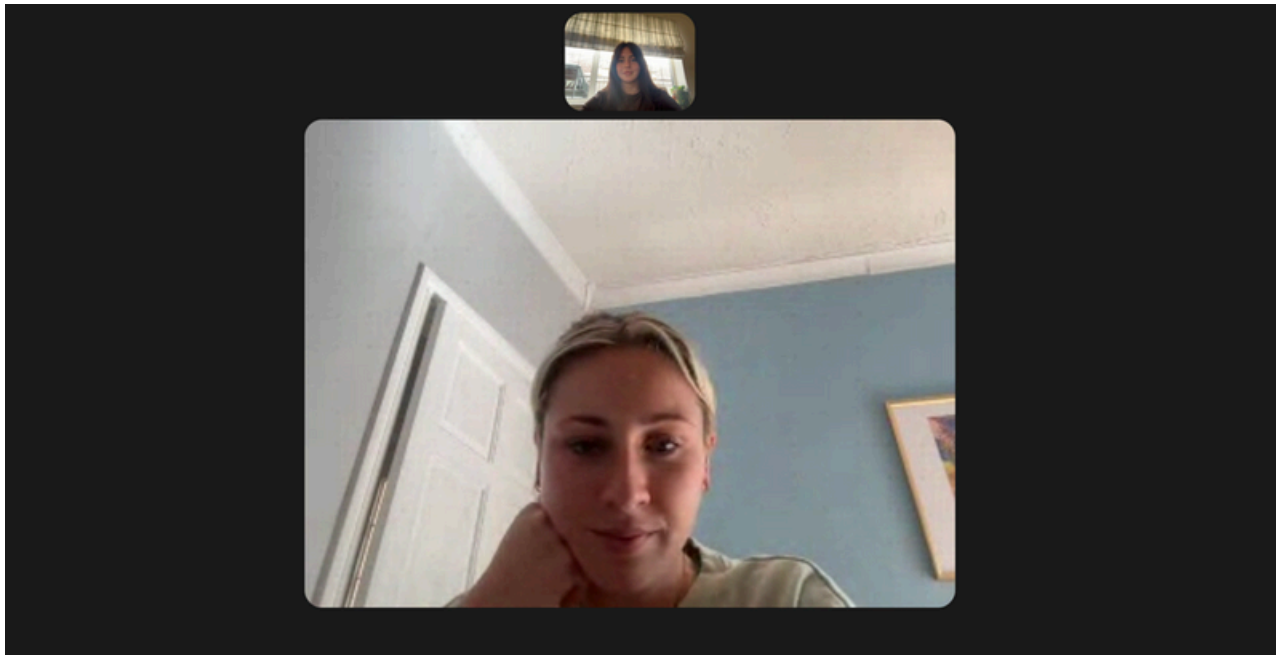


IMPORTANT!

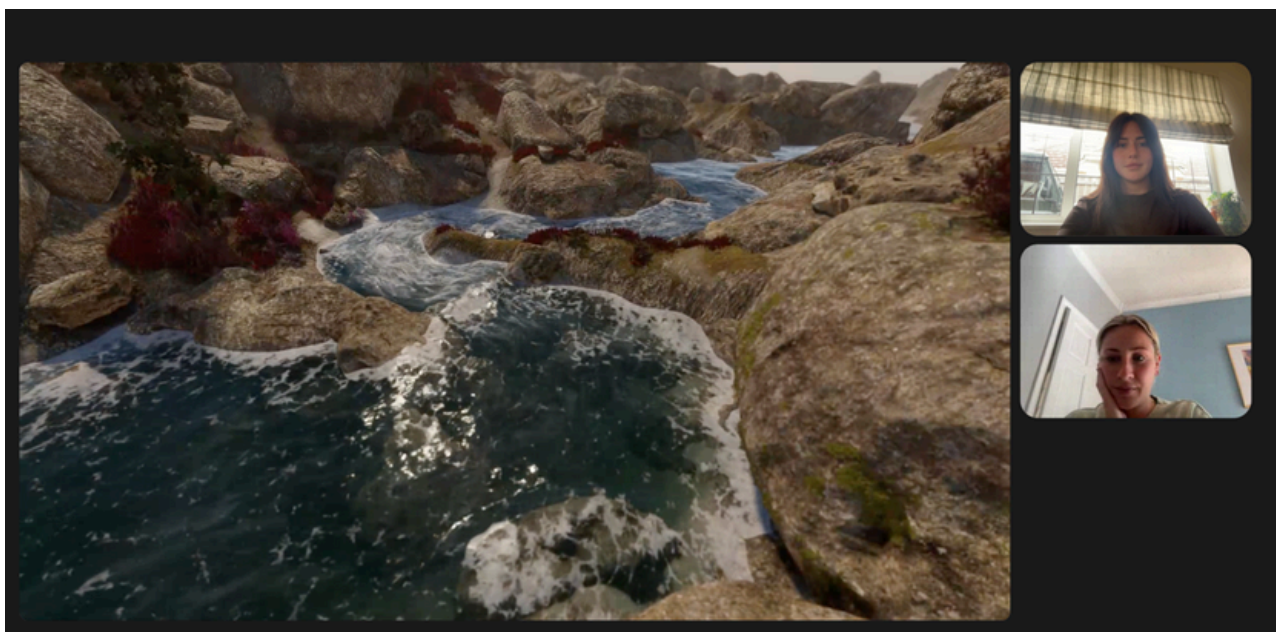
You may need to reload / refresh the page for the changes to take effect.



Once Boundless has access to your camera and microphone, you should be able to see your practitioner and yourself like this:

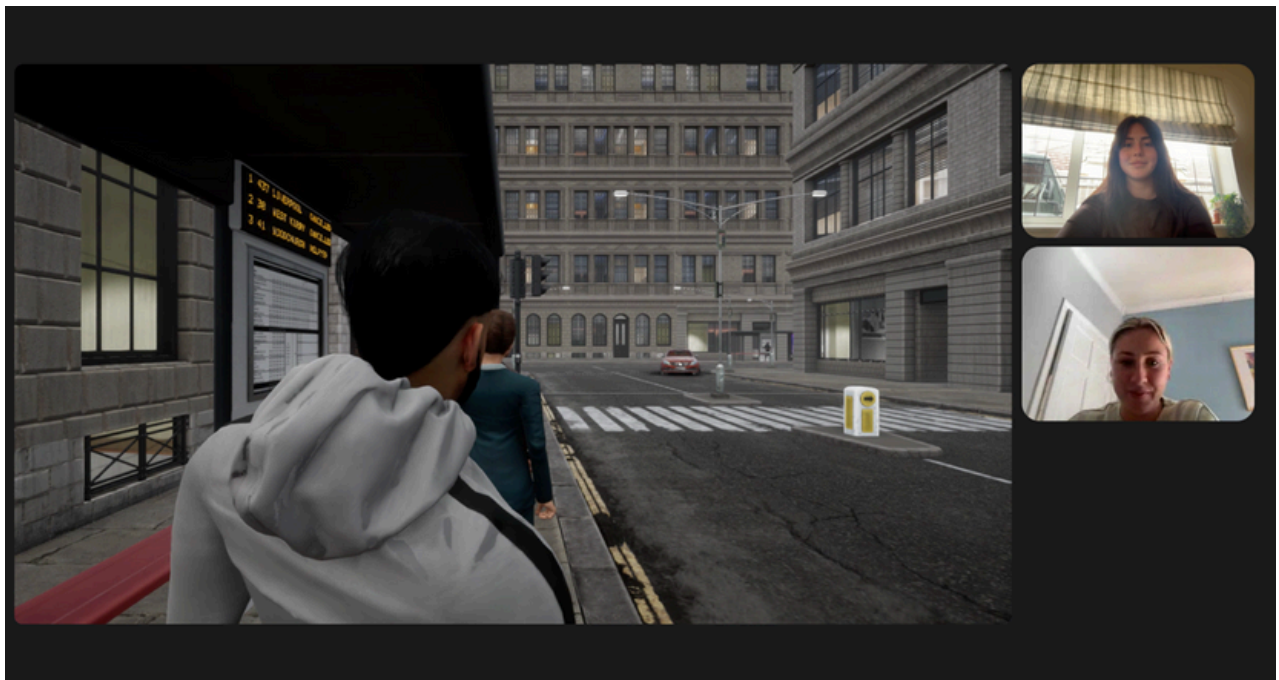


During the session you will be able to see your practitioner (similar to Teams or Zoom) and yourself. When the practitioner has confirmed you are ready to start, you will then be able to see a live stream of our relaxation or treatment scene.



Your practitioner will guide you through these simulations step by step, ensuring that the experience is completely tailored to you and your needs. The scenes you will be using within the session will have been selected by your practitioner based on what you discussed ahead of treatment.

The aim will be to get you closer to your goals and make sure that you are getting the best out of your treatment.



And that's it!

Boundless is a very straightforward platform to use, once you have completed your first session your practitioner will arrange your next one and send out a new link.



Frequently Asked Questions

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

A. Please contact your practitioner who will be in regular contact with the XR Boundless team.

Q. Is Boundless safe?

A: Boundless has been developed in partnership with clinicians and NHS Trusts to ensure it is safe and effective. It is backed by over 15 years of clinical and academic research. It is a Class I Medical device so has robust quality management systems in place. Boundless is a tool that complements the work that practitioners are already doing.

Q: Do you store any of my data?

A: No, Boundless does not process, obtain or store any of your data. It doesn't even have access to your email address.

Q. I haven't received a link prior to my session, what do I do?

A: Check your junk and if it isn't in there, please get in contact with your practitioner.

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

A: Although we try to ensure waiting times for scenes are kept to a minimum, sometimes during busy periods the scenes can take longer to load; to avoid this please ensure you are somewhere with a stable internet connection and other devices connected to the internet are turned off.



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