

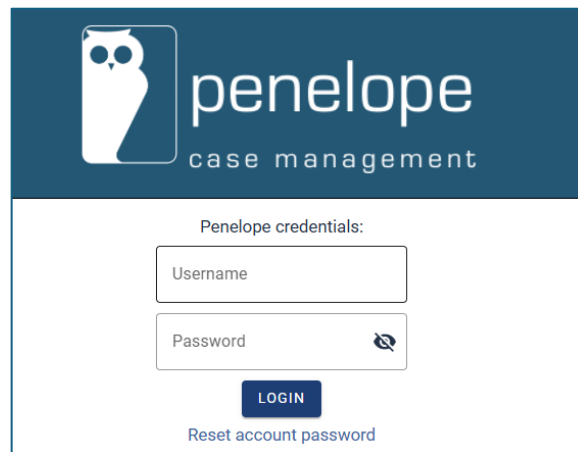
Mental health, understood.



Penelope: How to add service unit to existing session

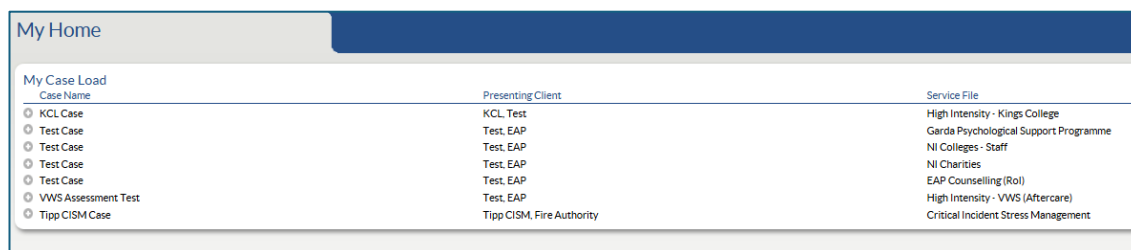
This document provides step-by-step instructions on how to add service unit to existing session.

Login to [Penelope](#) using your credentials (Username and Password):



The login screen features the Penelope logo (an owl) and the text 'penelope case management'. Below this, it says 'Penelope credentials:' followed by two input fields: 'Username' and 'Password' (with a toggle for visibility). A 'LOGIN' button is positioned below the password field, and a link 'Reset account password' is at the bottom.

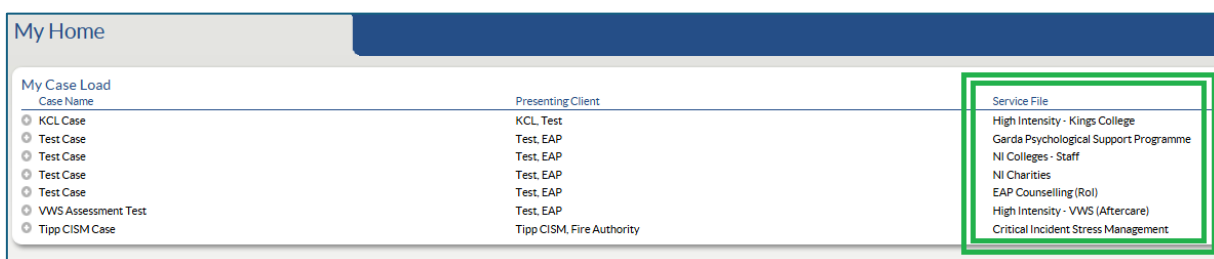
My Home screen displays your current caseload:



The 'My Home' screen displays a table with three columns: 'My Case Load', 'Presenting Client', and 'Service File'. The 'My Case Load' column lists various case names, including 'KCL Case', 'Test Case', 'VWS Assessment Test', and 'Tipp CISM Case'. The 'Presenting Client' column lists corresponding clients like 'KCL Test', 'Test, EAP', and 'Tipp CISM, Fire Authority'. The 'Service File' column lists service units such as 'High Intensity - Kings College', 'Garda Psychological Support Programme', and 'Critical Incident Stress Management'.

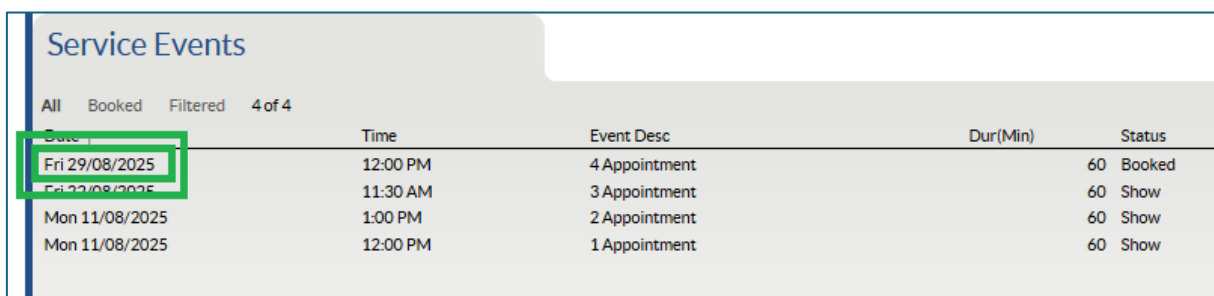
My Case Load	Presenting Client	Service File
KCL Case	KCL Test	High Intensity - Kings College
Test Case	Test, EAP	Garda Psychological Support Programme
Test Case	Test, EAP	NI Colleges - Staff
Test Case	Test, EAP	NI Charities
Test Case	Test, EAP	EAP Counselling (Rol)
VWS Assessment Test	Test, EAP	High Intensity - VWS (Aftercare)
Tipp CISM Case	Tipp CISM, Fire Authority	Critical Incident Stress Management

Click on the **Service File** (Penelope term for referral) to view the referral details:



The 'My Home' screen is shown with the 'Service File' column highlighted by a green box, indicating the next step in the process.

Click the **Service Event** you would like to add service unit to:



The 'Service Events' screen displays a table with columns: 'Date', 'Time', 'Event Desc', 'Dur(Min)', and 'Status'. The first row is highlighted with a green box, showing a service event on 'Fri 29/08/2025' at '12:00 PM' for '4 Appointment' with a duration of '60' and status 'Booked'.

Date	Time	Event Desc	Dur(Min)	Status
Fri 29/08/2025	12:00 PM	4 Appointment	60	Booked
Fri 22/08/2025	11:30 AM	3 Appointment	60	Show
Mon 11/08/2025	1:00 PM	2 Appointment	60	Show
Mon 11/08/2025	12:00 PM	1 Appointment	60	Show

Click **Cart**:

Service Event

[Prev](#)
[Book New](#)
[Next](#)

Fri 29/08/2025 3:00 PM 1 hour
 Test Case / NI Charities / Event
 5 Appointment
 29/08/2025 3:00 PM
 29/08/2025 4:00 PM
 Location Inspire

Inspire
 Do not call to confirm

Booked
 Face to Face Session
 566694

Service Details

[Notes](#)
[Cart](#)
[Attendees](#)
[Cancellation Policy](#)
[Messages](#)

-Select- 1.00 Add

Select the appropriate **Service Unit** (Penelope term for mode of counselling) using the drop-down list:

Service Details

[Notes](#)
[Cart](#)
[Attendees](#)
[Cancellation Policy](#)
[Messages](#)

-Select- 1.00 Add

- Select-
- Counselling F2F
- Couples Counselling
- F2F Counselling 11 Yrs Old & Under
- Family Counselling
- Financial Information
- Legal Information
- Structured Telephone Counselling
- Video Counselling

It is important to click **Add** to save and add the Service Unit into the session cart. The Service Unit will be displayed as shown below. One service unit is required for each session.

Service Details

[Notes](#)
[Cart](#)
[Attendees](#)
[Cancellation Policy](#)
[Messages](#)


-Select- 1.00 Add

100 hour Counselling F2F (011203)			
Billing		Type	Invoice
Payor		FFS	

To remove an incorrect or extra service unit, click on Remove beside the service unit to be deleted.

Service Details

Notes

Cart 

Attendees


Cancellation Policy

Messages

Select

1.00

Add

 Cart items will be billed to the Client

100 hour Counseling F2F (011203)

Remove

Billing

Payor

Type

Invoice

Auth

Test, EAP

FFS