

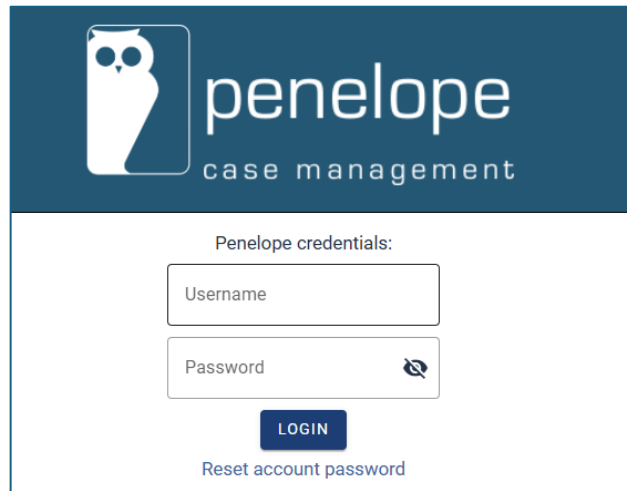
Mental health,
understood.



Penelope: How to record session attendance

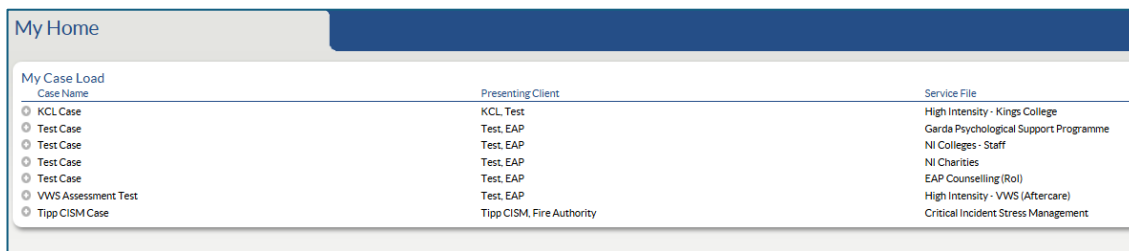
This document provides step-by-step instructions on how to record session attendance.

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



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 an eye icon for visibility). A blue 'LOGIN' button is positioned below the password field, and a link for 'Reset account password' is at the bottom.

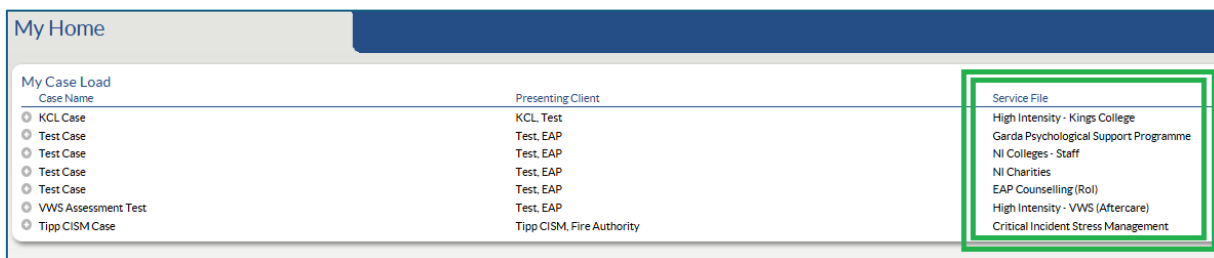
My Home screen displays your current caseload:



The 'My Home' screen displays a table titled 'My Case Load' with three columns: Case Name, Presenting Client, and Service File. The table lists several cases, including 'KCL Case', 'Test Case', 'VWS Assessment Test', and 'Tipp CISM Case', each with corresponding client and service file information.

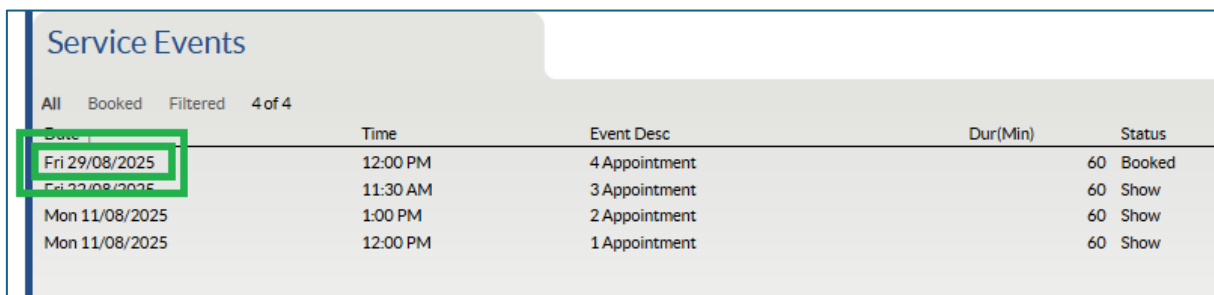
Case Name	Presenting Client	Service File
<input type="radio"/> KCL Case	KCL Test	High Intensity - Kings College
<input type="radio"/> Test Case	Test, EAP	Garda Psychological Support Programme
<input type="radio"/> Test Case	Test, EAP	NI Colleges - Staff
<input type="radio"/> Test Case	Test, EAP	NI Charities
<input type="radio"/> Test Case	Test, EAP	EAP Counselling (Rol)
<input type="radio"/> VWS Assessment Test	Test, EAP	High Intensity - VWS (Aftercare)
<input type="radio"/> 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 again, but the 'Service File' column for the first row is highlighted with a green box, indicating the next step in the process.

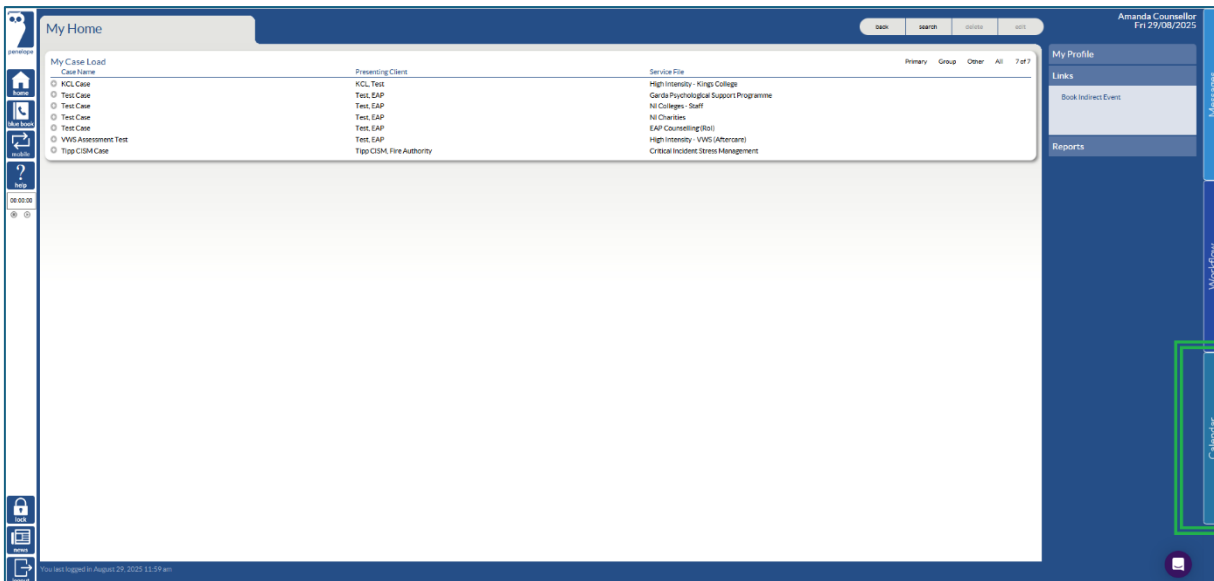
Click the **Service Event** you would like the change the attendance for:



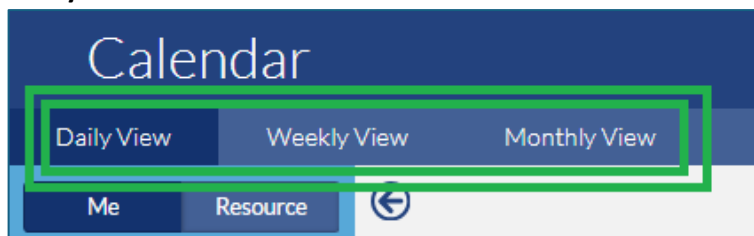
The 'Service Events' screen shows a table with columns for Date, Time, Event Desc, Dur(Min), and Status. The first row, representing a service event on 'Fri 29/08/2025' at 12:00 PM, is highlighted with a green box.

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

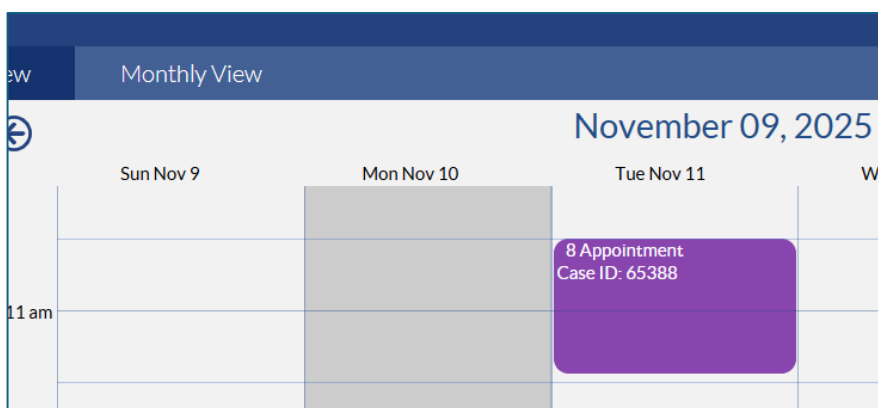
You can also navigate to the **Service Event** from **Calendar** in Collaboration Suite. Click on the Calendar tab on right-hand side of your screen:



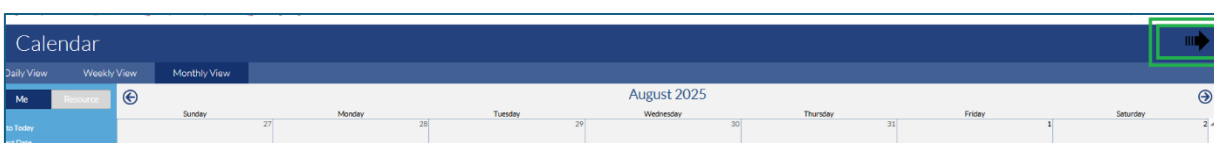
Your calendar will open over the top of your current screen. To change view, click on **Daily View**, **Weekly View** or **Monthly View**.



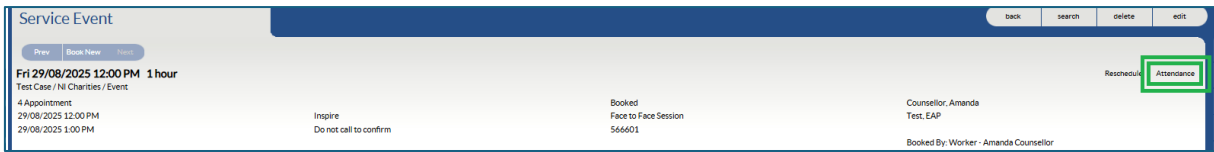
You can access a Service Event directly from your Calendar by clicking on the event name:



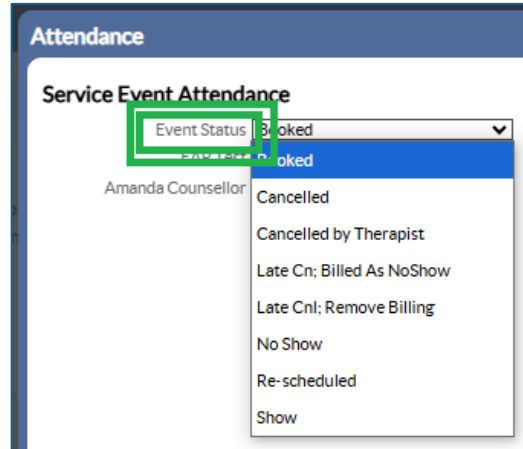
Note: To close/hide Collaboration Suite, click on the black arrow in top right-hand corner of screen.



Click **Attendance**:



Select the appropriate **Event Status** using the drop-down list:



Description of Event Status:

Show

No Show

Late Cn, Billed as No Show

Late Cn, Remove Billing

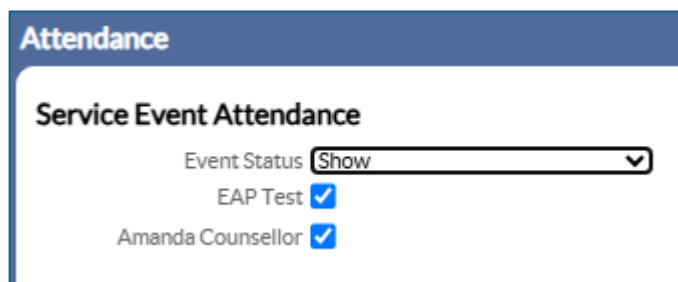
Session attended by client

Session not attended by client

Client cancelled appointment with less than 24 hrs notice

Client cancelled appointment with more than 24 hrs notice

The check boxes beside your name and the clients name are set and unset by system. Please don't change from system defaults.



Click **Save**.