

Coach Jay User Guide

Welcome

To access Coach Jay go to: [Coach Jay](#).

Bookmark this link for future use, to use it on any device. You will arrive at the landing page.



Coach Jay

Jay Macleod is a qualified ADHD Coach, author, and educator. He has developed Coach Jay to be the new standard of AI coaching in supporting adults with ADHD & their partners, along with parents, teachers and managers.



Start chatting with Coach Jay

Your 24/7 ADHD coach. Available whenever you need it.

Subscribing

Provide your email and choose a password.

Create an account to save your chats

☒ I agree to the [terms and conditions](#)

Continue

 Continue with Google

Already have an account? [Sign in](#)

Enter your payment details.

Coach Jay is £9.99 a month subscription. If you have a discount code enter it here.

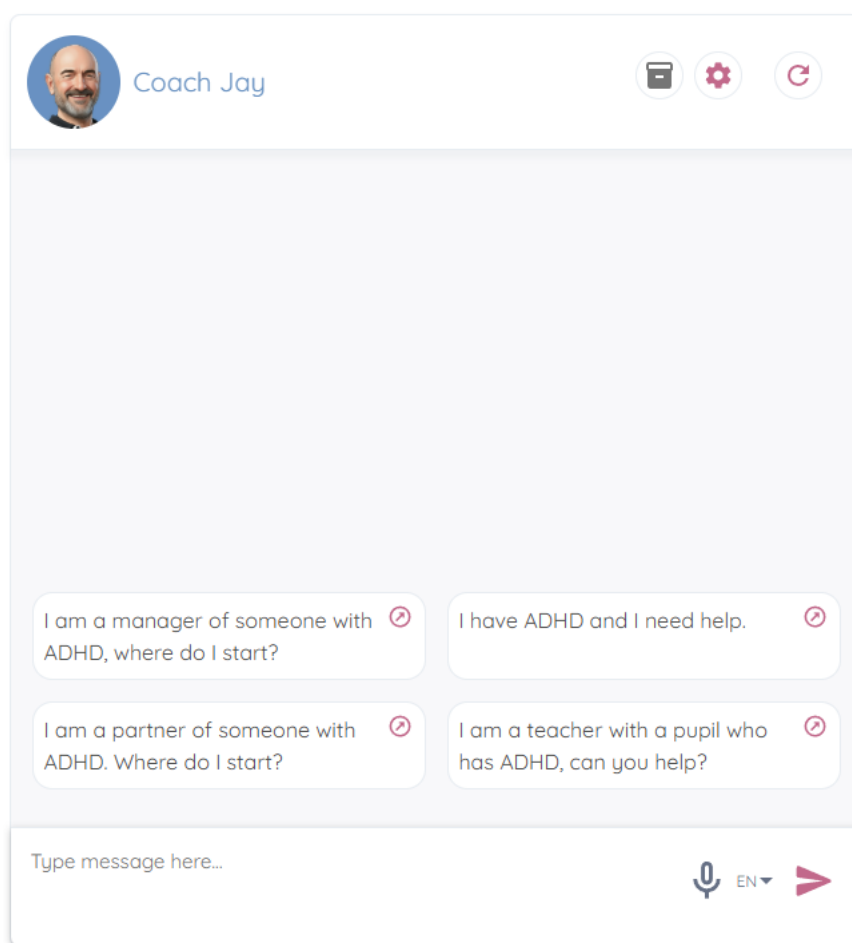
The screenshot shows a mobile app interface for a subscription payment. On the left, a summary box displays 'Subscribe to AI name' for 'US\$10.00 per week'. It lists 'AI name' as 'Bited weekly' for 'US\$10.00', a 'Subtotal' of 'US\$10.00', and a 'Total due today' of 'US\$10.00'. There is an 'Add promotion code' button. On the right, a green 'Pay with link' button is at the top. Below it is an 'Email' field with 'emailaddress@email.com'. The 'Payment method' section includes 'Card information' with a masked card number '1234 1234 1234 1234', 'MM / YY' and 'CVC' fields, and logos for Visa, Mastercard, and American Express. It also has a 'Cardholder name' field for 'Full name on card', a 'Country or region' dropdown set to 'United Kingdom', and a 'Postal code' field. A checkbox option 'Save my information for faster checkout' is present. A blue 'Pay and subscribe' button is at the bottom right. A small disclaimer at the very bottom states: 'By subscribing, you authorise company to charge you according to the terms until you cancel.'

Provide your name and agreed the terms and privacy policy.

The screenshot shows a mobile app registration screen with a purple border. It prompts the user to 'Enter your details to begin:'. There is a text input field for 'First name'. Below it is a checkbox with the text 'I accept AI Terms & Privacy Policy and confirm I'm chatting with AI'. At the bottom is a large purple 'Start chatting' button. Below the button, it says 'Already have an account? Sign in' with a blue link.

Start your first chat

There are prompts to help you with your first question, or you can simply ask anything.



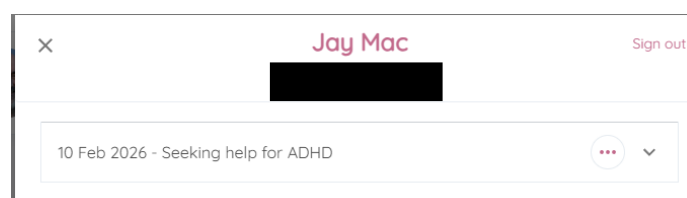
View saved chats and starting again

On the top right you'll see a grey icon  which will take you to your previous chats and an arrow icon  which will start a new chat.

If you start a new chat the AI will not remember anything that has been spoken of before.

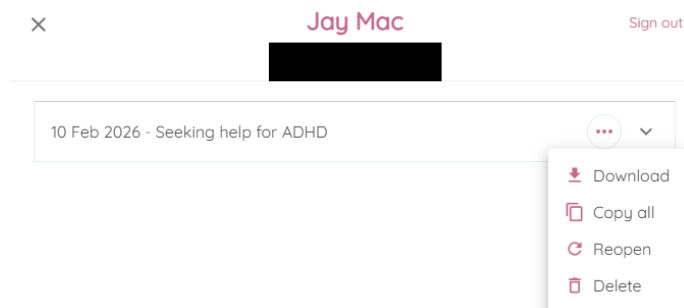
Viewing previous chats

Click on the previous chats icon  to see your chats.

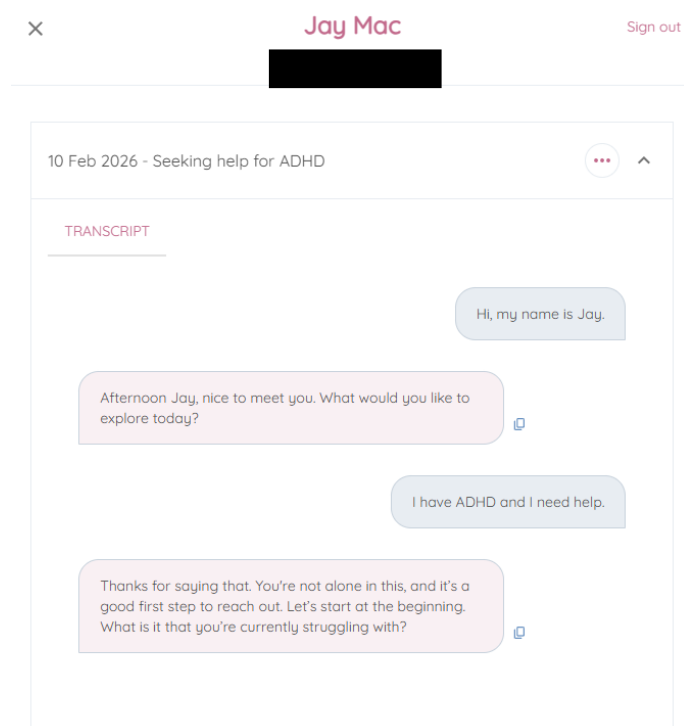


Click on the three dots and you can:

- Download the full chat
- Copy the chat (so you can paste it somewhere)
- Reopen it (to start where you left off)
- Delete the chat entirely

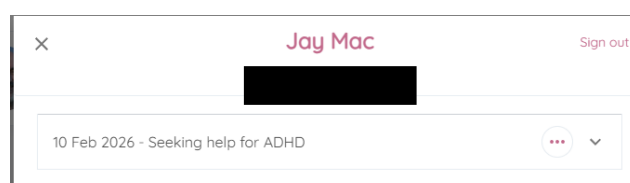


Click on the down arrow on the right and you can see the full chat



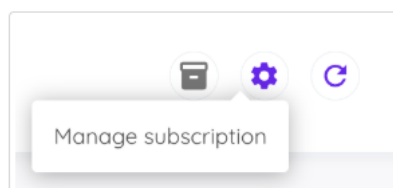
Signing Out

If you want to sign out, click on the 'previous chats' icon  and click Sign out - top right.

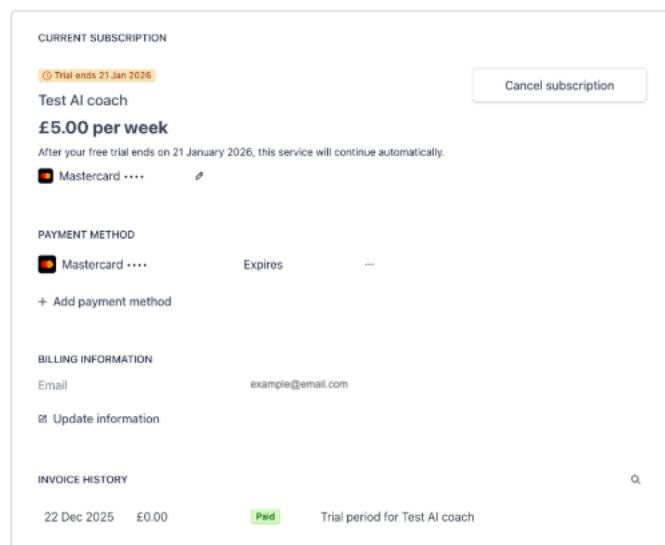


Managing Your Subscription

Click on the cog icon in the top corner, Click on Manage subscription



Your portal will look something like this. Here you can update your payment method, change billing information or cancel your subscription.



Disclaimer

Coach Jay is a coaching tool built on my methods. It's not a therapist, doctor, or legal expert. Advice is generated by the AI and sometimes it might be incomplete, incorrect, or not relevant. Use it at your own discretion.

By using Coach Jay, you acknowledge these terms and agree to them.

Your Privacy

Transparency is vital in coaching. I will have access to the transcripts of your conversations. I use these for two reasons:

1. **Continuous Improvement:** By reviewing chats, I can further train Coach Jay to ensure it's giving the best possible advice and reflecting my voice accurately.
2. **Seamless Transition to One-to-One Coaching:** If you decide to book a session with me, I can review your Coach Jay interactions beforehand. This means we can hit the ground running without you having to repeat your history.

You are in control though, so if there is a specific conversation you would prefer I didn't see, or you simply want to clear your history, you have the ability to delete your conversations at any time.

Your conversations are private to you and me, just as they would be if you were one of my one-to-one clients. I am bound by the same confidentiality standards. They are not shared with anyone else and are not stored on my systems - *CoachVox stores data securely and complies with UK data protection regulations.*

To view my full Coaching Privacy Policy click here: www.jaymacleod.com/coaching-privacy-policy

FAQS

Is this therapy? Coach Jay provides coaching, not therapy or medical advice. It will not diagnose conditions, prescribe treatment, or replace professional mental health support.

Is this actually helpful, or just a chatbot giving generic advice? It depends what you're comparing it to. It's not as nuanced as working directly with me in one-to-one sessions. But it's significantly more informed than generic AI tools because it's been trained specifically on ADHD coaching principles, my methodology, and real-world challenges people face.

Most people will find it helpful for working through immediate situations, getting unstuck between sessions, or accessing support when they can't afford regular coaching. Some will find it's enough on its own. Others will use it as a bridge to one-to-one work.

Can I use this instead of one-to-one coaching? You can, and some people will. But they serve different purposes. Coach Jay is excellent for immediate support, thinking through situations, and applying coaching frameworks to your specific circumstances. One-to-one coaching goes deeper. It adapts to how you're saying something, not just what you've typed. It catches what you're not saying. It holds you accountable in ways an AI cannot.

If cost or access is the barrier to one-to-one coaching, Coach Jay is a genuinely useful alternative. If you can afford both, they work well together.

How is this different from using ChatGPT or Claude for free? Free AI tools give you general advice. They also bombard you with strategies and tools, which can be overwhelming. They don't know how ADHD shows up in relationships, why shame makes executive function harder, or what reasonable boundaries actually look like in practice.

Coach Jay has been trained on my work with adults with ADHD and their partners. It understands the emotional weight, not just the practical strategies. It asks coaching questions rather than just providing answers. It won't tell you to "just use a planner" without understanding why that hasn't worked.

Will you actually read all my conversations? I have access to transcripts, but I don't sit and read every conversation as it happens. I review them periodically to identify patterns, improve the AI's responses, and understand where people are getting stuck.

If you book a discovery call or move to one-to-one coaching, I'll read your specific conversations so I understand your situation properly. Otherwise, your conversations sit there available to me if needed, but I'm not monitoring them daily.

If this feels uncomfortable, you can delete conversations after you've had them. You'll lose the continuity, but your privacy is entirely in your control.

What if Coach Jay gives me unhelpful or wrong advice? It's been trained well, but it's not perfect. If you get a response that feels off, ignore it and try rephrasing your question, or ask it to explain its reasoning.

Coach Jay won't diagnose conditions, recommend medication, or tell you to do anything dangerous. But it might occasionally miss nuance or suggest something that doesn't fit your situation. Use your judgement. If something feels unhelpful, it probably is.

This is also why I review transcripts - to catch these moments and improve the training.

Will Coach Jay remember what we talked about yesterday? Yes, Coach Jay can see your previous chat history, allowing you to revisit and continue past discussions. However, if you start a 'New Chat', it begins with a clean slate. This could be helpful for, for example, moving from a work-related problem to a relationship-related one without the previous context getting in the way.

Can I cancel anytime? Yes. No minimum commitment. Cancel whenever you want.

Do I need to download an app from the App Store? No download is necessary! Coach Jay is accessed via a web link in your browser, which means it works perfectly on your smartphone, tablet, or desktop. You will simply need to create a CoachVox account to ensure your chat history is saved securely for you.

Do I need to have an ADHD diagnosis to use this? No. If you're struggling with focus, organisation, emotional regulation, or relationship challenges that feel ADHD-related, you'll likely find this helpful whether you have a formal diagnosis or not.

Partners and managers don't need to have ADHD themselves - Coach Jay-ai trained to support you in understanding and working with ADHD in others.

What happens to my data if I cancel? Your account remains on the CoachVox system, so if you resubscribe later, your conversation history is still there. If you want it fully deleted, you can delete all conversations before cancelling, or contact me directly and I'll arrange full deletion.

Can I share my access with my partner? Technically you could, but I wouldn't recommend it. Coach Jay responds to the conversation history, so if two people are using the same account, the advice will get confused and less useful.

If you both want access, it's better to have separate subscriptions. That way you each get responses tailored to your specific role and challenges.