

The Jones Institute Counterstrain Directory

Frequently Asked Questions

1. What are the requirements for being listed?

- A. At this time, the required for being listed as a Counterstrainer is that you have taken at least one full 3-day course with the Jones Institute. However, we do encourage you to hold off on being listed until you feel you have become proficient in the technique and are using it on a daily basis with your patients.

2. What if I already recently paid for the directory?

- A. If you're subscription was renewed in the last 3 months, you should have already received a refund, if not you may send us an email requesting to check on this after you have confirmed via a bank statement that the transaction was made.

3. What if there is a mistake in my Course Taken history?

- A. The directory will show both the courses you have taken, and the courses you are currently registered to take. If you feel there is a mistake in your courses taken list, please send us an email.

4. I followed the instructions and I'm still not showing, what do I do?

- A. The most important detail that many students forget is to mark the primary address box on one of your addresses. This lets the system know which address you want listed when someone searches your area. Make sure that this is marked on the address you want listed.

5. How can I put my clinic's email or website address on the listing instead of my personal email?

- A. It is always recommended to use a personal email address in association with your account. That being said, you can utilize the Address 1 and Address 2 boxes if a website address or clinic email is more important than a street address.

6. Why is my profile picture appearing sideways?

- A. Your profile picture will sometimes appear sideways if the file you uploaded is too large. It is highly recommended to crop your photo into a square shape and reduce the file size before uploading it. This can be done using a free online tool such as: <https://www.img2go.com/crop-image>

7. When I search my home address, the results show practitioners from all over, I just want to see the practitioners in my area?

- A. You need to use the distance filter to narrow your search down. Start with a 50-mile radius and work up or down from there.

8. I'm searching an area and I'm not getting any area results, is there anything else I can do?

- A. The distance filter will expand to 200 miles. Beyond that, we can only list the practitioners that want to be listed and there are still many areas of the US and beyond that do not have a Counterstrain therapist.

9. How do I delist myself from the directory?

- A. Go to the My Communication Settings tab. Check the "Show my account information in search results" box. Then, uncheck the box. Then, click Save Changes.