



Presents



Use the technology. Keep the **humanity.**

OFFICIAL USER GUIDE

User Guide

A practical guide to thinking through the messy thing without handing over your judgment.

Bring whatever you need to untangle.

SHIFT gives you a structured place to slow down, sort the noise from the facts, and decide what human-owned next step makes sense for you.

And no one sees it but you. As the app's owner and admin, Gretchen can never see what you type or which SHIFTS you've done. That was true from day one — not something added later.

A Schoser Talent and Wellness Solutions tool
Official User Guide | Version 1.0 | September 2026

Contents

What SHIFT Is 3

What You’ll See on Screen..... 5

Signing In and Finding Your Way Around 6

Having the Conversation 8

The Five Moves Inside SHIFT 9

Every SHIFT Ends With a Report 12

Choose the Tone You Need Today..... 14

Managing Your Conversations and Your Account..... 16

What Can I Actually Bring to SHIFT? 17

You Do Not Need to Become a Prompt Engineer 19

What SHIFT Is — and What It Is Not..... 20

When Something Isn’t Working 22

Give SHIFT a Workout..... 23

Start With the Thing Already Taking Up Space 24

What SHIFT is

SHIFT is a guided AI thought partner for the moments when your brain has too many tabs open. Instead of dropping you into a blank chat box and expecting you to know the perfect prompt, SHIFT guides you through a clear process that helps you slow the situation down, separate what happened from what your brain is adding, consider your options, and choose what you want to do next.

The point is not to let AI decide for you.

The point is to use AI to create enough space and clarity for you to think better and act intentionally.

SHIFT is a starting point, not a replacement — for your therapist, your doctor, your manager, or the people who actually know you. Therapists and total beginners alike have used SHIFT and called it a genuinely useful place to begin.

When SHIFT can help

- You are overwhelmed and cannot figure out where to start.
- You keep replaying a conversation or email in your head.
- You have a decision to make and every option feels tangled together.
- You need to prepare for a difficult workplace conversation.
- You are carrying too many tasks, requests, deadlines, or expectations.
- You want help drafting, planning, organizing, or thinking - without giving away the human decision.
- You simply need a nonjudgmental place to think something through.

How to start

1. Open SHIFT and sign in, or create a free account.
2. Bring the real situation. You can type a sentence, a paragraph, or a complete brain dump.
3. Answer three quick setup questions: what kind of situation this is, how much room you have to work through it right now, and how you want SHIFT to show up for you.
4. Move through the five SHIFT stages at your own pace, answering what's useful and correcting SHIFT when it gets something wrong.
5. End with a next human step that still belongs to you.

Sign in or create an account

Bring the real situation

Setup 1 of 3 — the situation

Setup 2 of 3 — how much room you have

Setup 3 of 3 — how SHIFT shows up

What you'll see on screen

The three setup questions are optional. Tap Skip for now if you'd rather just start typing — nothing about them locks you in, and you can describe your situation in your own words either way.

- **Current Lens** — which of the five S.H.I.F.T. stages you're in right now.
- **Method / How it works** — opens a quick reference for the S.H.I.F.T. method, right inside the app.
- **Actions** — lets you change your pace, change your tone, rename the SHIFT, print the conversation, and create your SHIFT Report once there's enough to work with.
- **Menu** — your account controls.
- **Copy response** — copies SHIFT's reply so you can paste it wherever you need it.
- **Skip for now** — skips a setup question without answering it.

Open SHIFT: mindshift.schosersolutions.com

Signing in and finding your way around

Before you’re even signed in

A few pages are public — worth a look before you create an account, and free to revisit any time.

Page	What it covers
Home	What SHIFT is and how to begin.
How it works	The five S.H.I.F.T. moves, in brief.
Before you share	What to keep out of your conversations, and why.
FAQs	Plain answers about privacy, accounts, safety, and devices.
Terms of Use	The rules for using SHIFT.
Privacy Policy	How your information is handled.

Creating your account

There is no guest mode — an account is what keeps your conversations private to you.

- **Email and password** — the recommended way. Choose Create Account the first time.
- **Continue with Google** — if you already use a Google account, this is faster.
- **No email confirmation step** — you’re signed in right away and go straight into SHIFT.
- **Forgot your password?** — choose Forgot Password on the sign-in page for a reset link by email.

One tip: if you opened SHIFT inside another app’s built-in browser — say, from a text message or Instagram — open it in Safari or Chrome instead. Google sign-in works best there.

Your first visit

The first time you sign in, a short welcome walks through what SHIFT is, what it isn’t, and how your writing is handled. You’ll see it once.

Before your very first reply from SHIFT, you’ll also see a short notice: the recent text of that conversation is sent to an AI model to write the reply, your name and email are never part of that, and SHIFT is a thinking tool rather than a substitute for professional or human support. You confirm it once, and it won’t interrupt you again.

Your home screen: My Space

My Space is where you land every time you sign in. It holds:

- A button to start a new SHIFT.
- Your current conversations, newest activity first — each one shows its name, the kind of situation it started as, and how far it got.
- Your archived conversations, kept separately so your active list stays uncluttered.

Open any conversation to keep going. The menu at the top always gives you My Space, The SHIFT Method (a quick reference), Help & Guide, and your account menu.

Having the conversation

Writing, sending, and drafts

- **Write and Send** — the box at the bottom takes up to 8,000 characters — plenty of room for a full brain dump.
- **Drafts save automatically.** — unsent text is kept as a private draft, so it's still there if you close the tab, lose signal, or come back later on another device. Clear Draft removes it.
- **Stage labels** — each reply is labelled with the move it belongs to — S, H, I, F, or T — and a short note appears whenever the conversation moves to the next one.
- **SHIFT decides the pace between stages** — based on what you've actually worked through, not a script. You can't skip ahead, and neither can the AI.
- **Correct it, freely.** — if a reply misses the point, just say so — “that's not quite right” or “you've missed the actual problem” works fine. SHIFT adjusts.
- **The SHIFT Method panel** — open a reference for the five moves from inside the conversation at any time — no need to leave and lose your place.

Voice input

Voice is a typing aid, not a separate mode. If your device supports it, a voice control sits just above Send.

1. Tap Start voice input. The microphone turns on only then.
2. Speak. Tap Stop when you're done, or Cancel to discard it.
3. The recording is sent to a transcription service and the text appears in the message box.
4. Read it, edit it, or delete it. Nothing reaches your conversation until you press Send.

Recordings are capped at two minutes — for a longer answer, just record in a few passes. SHIFT keeps no copy of your audio, and never uses your voice to judge your mood or identify you. If the microphone isn't available, your phone's own keyboard dictation works just as well.

“I have enough — help me move forward”

This button sits below the message box. Press it once you've explored plenty and would rather stop being asked questions and move toward something concrete.

What it can't do.

It can't skip a move on demand, invent a plan, or override a safety response. It's hidden when it wouldn't make sense — before the conversation starts, while a reply is coming in, while you're recording, on finished or archived conversations, and right after urgent support information.

Finishing a SHIFT

When you reach T — Take the Human Step — and settle on a concrete step, SHIFT may offer a short plan: the step you chose, the first move, when, words you could use, and what can wait.

Press Mark This SHIFT Complete to finish. A completed conversation stays fully readable and becomes read-only. Print and Report options sit right beside this button.

THE METHOD

The five moves inside SHIFT

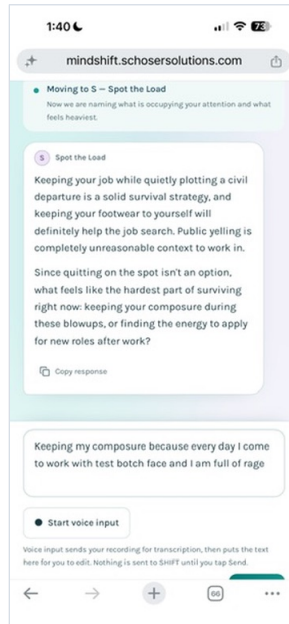
Every example below is pulled from one real SHIFT, start to finish — the same conversation shown in the screenshots throughout this section, about a difficult manager during a job search.

S

Spot the Load

Name what is taking up space in your head. You do not have to make it tidy first.

Example: “Keeping my composure because every day I come to work full of rage.”



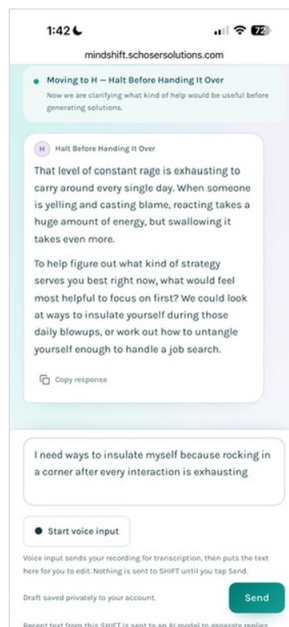
Spot the Load, in the actual app

H

Halt Before Handing It Over

Pause before asking AI to solve the whole thing. Notice what requires your judgment, values, responsibility, or lived context.

Example: “I need ways to insulate myself because rocking in a corner after every interaction is exhausting.”

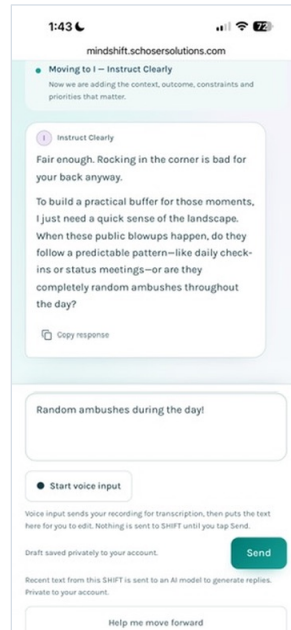


I

Instruct Clearly

Give SHIFT enough context to be useful. Say what happened, what matters, what you need help with, and any limits it should respect.

Example: “Random ambushes during the day!”



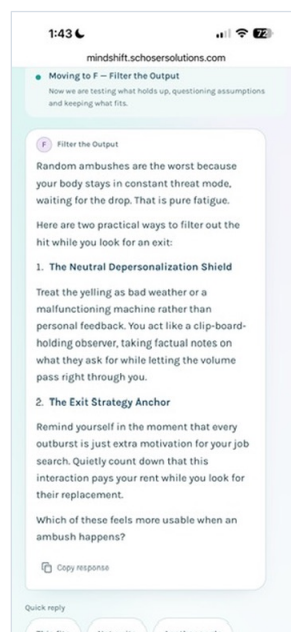
Instruct Clearly, in the actual app

F

Filter the Output

Treat AI output as material to evaluate, not truth to obey. Keep what fits. Reject what does not. Ask for a different angle.

Example: (a quick tap on “This fits” after reviewing SHIFT’s two suggested strategies — you do not always have to type)



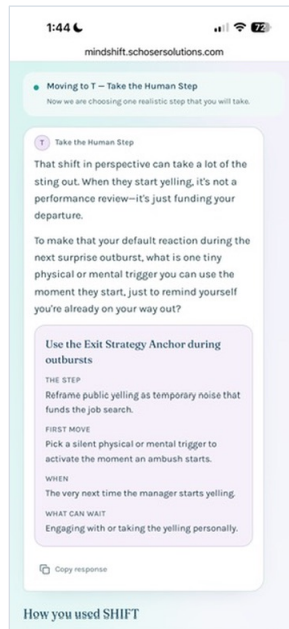
Filter the Output, in the actual app

T

Take the Human Step

Choose the next action you are willing to own. It can be small. It does not have to solve the whole situation.

Example: “Reframe public yelling as temporary noise that funds the job search.”



Take the Human Step, in the actual app

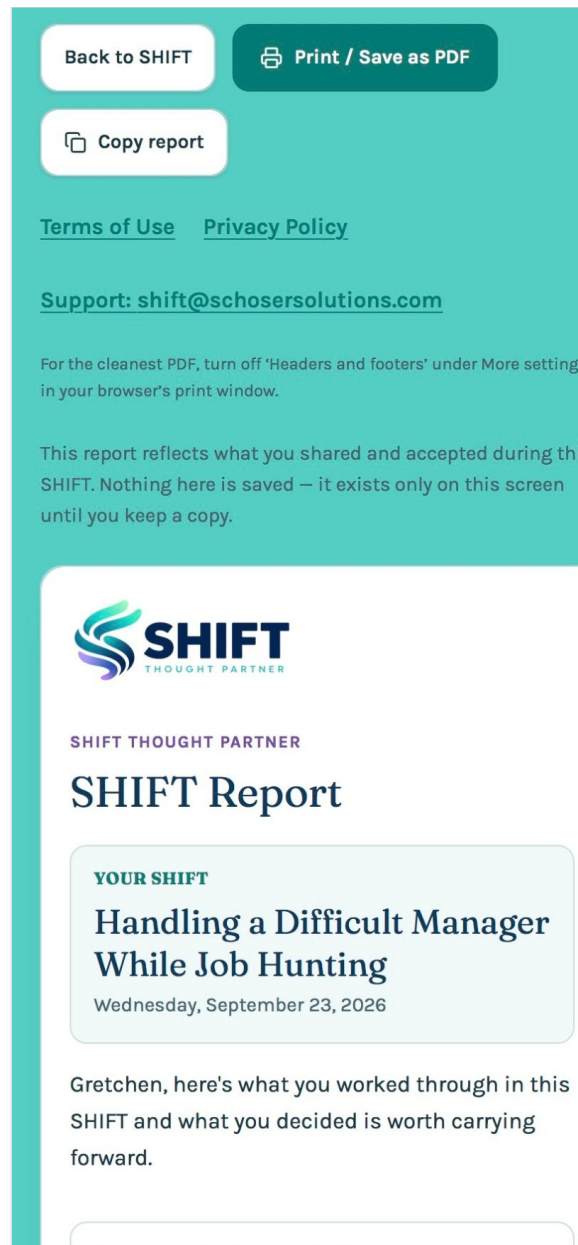
A good SHIFT does not always end with a giant answer.

Sometimes success is one clearer question, one boundary, one email draft, one piece of information to gather, or one decision you no longer need to make tonight.

Every SHIFT ends with a report

When you finish, SHIFT builds a grounded summary in your own words — what you came in carrying, what became clear at each stage, and the one next step you chose. Nothing is saved automatically; it exists on your screen until you choose to keep a copy.

To get yours: open Actions and choose Create my SHIFT Report. It becomes available once you’ve worked through enough of the conversation — you do not need to finish all five stages first.



The top of a real SHIFT Report

What's actually in it

- What you brought in.
- What felt heaviest.
- What became clearer.
- What matters most right now.
- Your next step — up to five, and only ones you actually chose or accepted.
- What to remember.
- Real questions to carry forward.

It uses only what's in your conversation — SHIFT never adds advice, steps, or wording you didn't produce or accept, and every report is checked back against your conversation before you see it. If the conversation hasn't reached T yet, the report says plainly it's in progress and leaves the missing parts out rather than filling them in.

Reports are not saved.

Print it or use Copy Report if you want to keep it — you can always make a fresh one from the same conversation later. If a full summary can't be safely checked, SHIFT may show a simpler one built from your own words instead; if even that isn't possible, it tells you so rather than guessing, and printing still works.

Print conversation

Also available from Actions at any time: the complete conversation, every message in order, with the move each reply belonged to. Your browser's print window can send it to a printer or save it as a PDF — this works for current, completed, and archived conversations alike, and the printout stays on your own device.

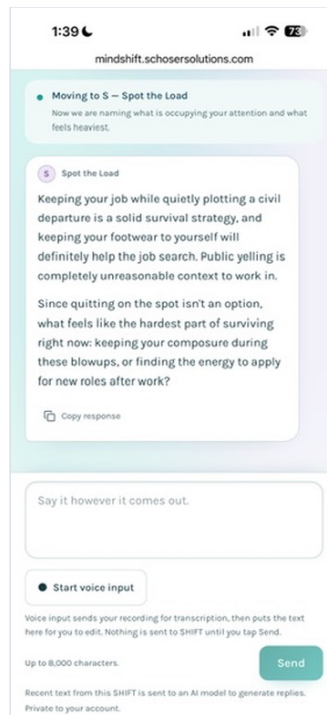
Choose the tone you need today

The same situation can feel very different depending on what you need from the conversation. SHIFT lets you choose a response style so the experience feels more like the kind of thought partner you want in that moment.

Tone	What it feels like	Good for
Friend	Natural, warm, straightforward.	Use it when you want to talk something through without making it feel formal.
Empathetic	Gentler and more emotionally supportive.	Use it when the situation feels heavier and you need more space before problem-solving.
Business	Clear, focused, professional.	Use it for workplace decisions, planning, leadership, communication, and difficult conversations.
Funny	Supportive with room for humor.	Use it when the situation is real but a little laughter may help you get unstuck.
Straight Talk	Direct, concise, plain-spoken, and low on fluff.	Use it when you want the clearest, fastest path to a next step, without extra softening.

Tone changes the conversation, not the responsibility.

No matter which tone you choose, SHIFT is still there to help you think - not to take over your judgment.



Funny tone, in action — a real SHIFT response

Managing your conversations and your account

Every conversation has an Actions menu

Action	What it does
Rename	Give it a meaningful name, up to 80 characters. New ones start as something like “SHIFT — September 17.” Only the name changes.
Archive	Moves it to your archived list. It becomes read-only, but nothing is deleted.
Restore	Brings an archived conversation back and reopens it for writing.
Delete	Permanently removes the conversation, its messages, and its drafts. This cannot be undone.

Actions also holds Adjust Conversation Pace, Change Response Style, Print Conversation, and Create My SHIFT Report — covered earlier in this guide.

Your account and privacy settings

Open your account menu and choose Account & Privacy.

- **What should SHIFT call you?** — optional — add, change, or remove the name SHIFT uses. Nothing is guessed from your email or Google account, and changing it only affects what comes next, not conversations you’ve already had.
- **Delete my account.** — you’ll see exactly what’s being removed, then type DELETE to confirm. Everything in your account is permanently erased and cannot be restored. Anything you printed or saved as a PDF stays safely on your own device.
- **Sign out** — is also in the account menu, any time.

What can I actually bring to SHIFT?

You do not need a polished prompt. Start with the thing that is already taking up space in your head — SHIFT works just as well for what’s happening at home as it does for what’s happening at work.

AT WORK

The scary boss message

Try starting with: “My boss sent ‘Can we talk tomorrow?’ with no context and my brain has already decided I am getting fired.”

SHIFT can help separate what you know from what you are assuming, identify what is actually within your control tonight, and decide whether there is anything useful to do before the meeting.

The email you should probably not send yet

Try starting with: “I am pissed off about an email I received. I already wrote a response, and I know sending it right now might be a terrible idea.”

SHIFT can help identify what triggered you, what outcome you want, and whether your draft moves you toward that outcome or simply documents your rage for future discovery.

Everything is urgent

Try starting with: “I have six things that all feel urgent, three people waiting for answers, and now I am doing absolutely nothing.”

SHIFT can help sort true deadlines, dependencies, expectations, and what can wait so you can choose one manageable next step.

The difficult employee conversation

Try starting with: “Someone on my team has missed several deadlines. I am frustrated, but I also do not know what is going on with them.”

SHIFT can help you separate observations from assumptions, prepare questions, clarify expectations, and think through a conversation that holds both accountability and humanity.

AT HOME

The unanswered text

Try starting with: “My friend has not answered me and now I am convinced I did something wrong.”

SHIFT can help distinguish the fact from the story your brain built around it and decide whether to wait, check in, or let the situation breathe.

The decision spiral

Try starting with: “I have been offered another job. It pays more, but I like my current team and I cannot figure out what matters most.”

SHIFT can help surface the factors that actually matter to you - money, flexibility, growth, culture, stress, stability, values, or something else - without choosing for you.

I said yes again

Try starting with: “I agreed to help with something I absolutely do not have time for because I did not want to disappoint anyone.”

SHIFT can help examine what made no feel difficult, what capacity you actually have, and what a reasonable boundary or revised response could look like.

The family plan nobody agrees on

Try starting with: “We are arguing about the holidays again, and everyone has a different idea of what “fair” looks like.”

SHIFT can help you separate what actually matters to you from what you feel obligated to say yes to, and find a response that keeps the relationship intact without you quietly resenting it later.

The parenting moment you are not sure about

Try starting with: “My kid did something and I do not know how to respond. I do not want to overreact or just let it go.”

SHIFT can help you slow down before you respond, separate the behavior from the story you are telling yourself about it, and figure out what tonight actually calls for.

I do not even know where to start

Try starting with: “Everything feels like too much. I do not know how to explain it.”

That is enough to begin. SHIFT can help you slow the pile down and identify what is taking up the most space first.

You do not need to become a prompt engineer

Talk like yourself

“I am angry because I feel like my coworker dumped this on me again” is more useful than “Please assist me with workplace communication.”

Give context when it matters

Tell SHIFT what happened, who is involved, what you have already tried, and what outcome you want. You can add context as you go.

Correct it

If SHIFT misunderstands, say so. “No, that is not the part I am stuck on” is a perfectly good response.

Challenge the output

Ask for another angle. Ask what assumption the answer depends on. Ask for a shorter version. Tell it what does not fit.

Keep the human decision

Use AI for preparation, perspective, organization, and options. Keep decisions that involve your values, accountability, ethics, safety, relationships, or professional responsibility with you.

Useful phrases when SHIFT misses the mark

“That does not sound like me.” • “You are focusing on the wrong part.” • “Give me another option.” • “What assumption are you making?” • “Make this less formal.” • “I am not ready to solve it yet.”

What SHIFT is - and what it is not

SHIFT is a thought-partner tool. It can help you organize your thinking, prepare for conversations, reduce cognitive load, and explore options. It is not a replacement for qualified professional care or advice.

- SHIFT is not a therapist, doctor, attorney, financial advisor, HR department, or emergency service.
- AI can misunderstand context and can produce inaccurate or unhelpful output.
- Do not rely on an AI response simply because it sounds confident.
- For sensitive professional decisions, use SHIFT to prepare your thinking and then involve the appropriate qualified human.
- You remain responsible for what you choose to use, change, share, or act on.

How SHIFT tells a hard week from something heavier

- **Ordinary work overwhelm** — is treated as exactly that — normal work to think through.
- **Something heavier:** — SHIFT adds a brief reminder that a trusted person or professional is worth having alongside this — and keeps helping.
- **Unclear wording:** — if something could genuinely mean two things, SHIFT asks one direct question about what you meant. It won't ask twice.
- **HR, legal, medical, or similar topics:** — SHIFT helps you organize facts and prepare questions for the right person, and says plainly that the decision isn't its to make.
- **Immediate risk** — to you or someone else: SHIFT stops the normal conversation and shows support resources instead.

Support resources and that one clarifying question are written and controlled by the app itself — the AI can't change or remove them. SHIFT does not diagnose, score risk, give legal conclusions, advise on medication, or notify anyone.

When you need human support now

Some situations are bigger than a thought-partner conversation. If you are in immediate danger or cannot stay safe, seek immediate human help. In the United States, call or text 988 for the Suicide & Crisis Lifeline. For a life-threatening emergency, call 911 or your local emergency services.

SHIFT can be part of a support system. It should not be the entire support system.

When the situation calls for a person, professional, emergency resource, or someone who knows you in real life, bring that human into the loop.

Privacy and control

Your conversations are private to your account. Messages, drafts, and conversation names are yours alone — no other participant can read them.

The app owner can't read your conversations. Gretchen's own view of the system shows only counts and costs — never titles, messages, or drafts.

Your name and email stay out of it. When you press Send, only the recent text of that conversation goes to an AI provider to write the reply — your name, email, and account details are never sent with it.

We can't promise what AI or transcription providers keep on their end, so it's worth keeping genuinely confidential detail out — describe roles instead of names, summarize instead of pasting. Conversation text is never written into the app's own logs, and SHIFT claims no privacy or security certification: treat it as a private thinking tool, not a records system.

Use the account and deletion controls in Account & Privacy to manage your information. Before sharing a SHIFT Report or printed conversation with anyone else, read it through and make sure you're comfortable with what it contains.

When something isn't working

Most hiccups have a quick fix. Here are the common ones.

If this happens	Try this
Can't sign in	Check the email for typos, use the same method you signed up with, and try opening SHIFT in Safari or Chrome.
Forgot password	Use Forgot Password on the sign-in page.
Send is greyed out	The box is empty, a reply is coming in, you're recording, or the conversation is finished or archived.
"SHIFT couldn't respond"	Your message is already saved — choose Try Again. No duplicates are created.
Still can't get a reply	Choose Continue on My Own for a plain reflection prompt, clearly marked as not AI-generated.
Reached a limit	Replies are capped per conversation and per account. Start a new SHIFT, or come back later.
Refreshed the page or lost signal	Nothing is lost — your conversation and draft are both saved.
A conversation is missing	It's probably archived, not gone. A deleted conversation, though, can't be recovered.
Voice isn't working	Allow microphone access in your browser, or fall back to your keyboard's own dictation.
Report won't generate	Press Try Again, or use Print Conversation, which always works.
Reply feels off, or asks too many questions	Just say so plainly, or press "I have enough — help me move forward."

Give SHIFT a workout

If you are helping test SHIFT, the best feedback comes from using it with situations that feel different from one another. You do not need to use private or deeply personal information. Invent a realistic scenario if you prefer.

Test this kind of situation	Example
Light / Funny	You volunteered for something, immediately regretted it, and now need to get out of it gracefully.
Workload	Your manager keeps adding “quick” requests that are wrecking your planned work.
Communication	You received a message that sounded rude and want to respond without escalating it.
Leadership	You need to address missed expectations with someone you care about and respect.
Decision	You have two reasonable options and keep revisiting the same pros and cons.
Boundary	A friend, family member, coworker, or client is asking for more than you can realistically give.
Overwhelm	Your list is so long that you cannot decide what to do first.
Emotionally heavier	You are carrying disappointment, grief, or a major change and need help identifying what can realistically happen today.

What to notice

- Did SHIFT understand what you were actually stuck on?
- Did the stage progression feel natural rather than forced?
- Did the selected tone feel right?
- Did SHIFT keep the decision with you?
- Did any response feel generic, repetitive, preachy, clinical, or too AI?
- Did you know what to do next when the conversation ended?
- What confused you, delighted you, annoyed you, or surprised you?

Start with the thing already taking up space

Do not worry about finding the perfect use case. Pick something that is already following you around mentally: an email, a decision, a conversation, a workload problem, a boundary, a plan, or something you keep replaying.

Try this:

“Here is what is taking up space in my head right now...”

Then let SHIFT help you work through it one move at a time.

AI can prepare. Humans remain responsible for judgment.

[Open SHIFT](#) | [SHIFT Landing Page](#)



Schoser Talent and Wellness Solutions

Human-centered tools for healthier work, clearer thinking, and better use of AI.