

Participants' code numbers	Gender	Age	Profession	Educational Background	Years of employment	Health / Social Service
R1	F	48	Social Worker / psychotherapist	University /MSc	20	Private office
R2	F	60	Psychologist / psychotherapist	University /MA/PhD	30	Private office
R3	F	50	Consultant	University/MA	22	Social Service (public service)
R4	F	52	Psychologist / psychotherapist	University/MA	25	Private office
R5	F	32	Social Worker	University /MSc	8	Social Service (public service)
R6	F	63	Psychologist / psychotherapist	University /MSc	12	Private office
R7	F	49	Social Worker /psychotherapist	University	22	Social Service (public service) + Private office
R8	F	43	Psychologist / psychotherapist	University/MA	15	Social Service (public service) + Private office
R9	F	34	Social Worker / Sociologist	University	5	Private office
R10	F	54	Psychologist / psychotherapist	University	20	Social Service (public service) + Private office
R11	F	52	Psychologist / psychotherapist	University/MA	24	Private office
R12	F	47	Psychologist / psychotherapist	University/MA	12	Private office
R13	F	35	Psychologist / psychotherapist	University/MA	5	Social Service (public service) + Private office
R14	F	39	Social Worker / psychotherapist	University	15	Private office
R15	F	55	Psychologist / psychotherapist	University /MSc	13	Private office
R16	F	39	Social Worker / mental health counsellor	University/MA	14	Social Service (public service)
R17	F	56	Psychologist / psychotherapist	University	32	Private office

Table S1. Participants' socio-demographic characteristics

Main Themes	Subthemes	Codes	Indicative Words or Phrases
1. Evaluation of online counseling	1.1. Working experience with online counseling 1.2. Overall assessment 1.3. Advantages and disadvantages of online counseling	Imposed condition Worked well Benefits vs drawbacks	<i>had to - did not prefer</i> <i>was effective – satisfied</i> <i>helpful – obstacles difficult to overcome</i>
2. Comparing in-person and online counseling	2.1. Similarities 2.2. Differences	Same process Distinct issues	<i>issues are similar</i> <i>there is a screen</i>
3. Factors influencing the effectiveness of online counseling	3.1. Contextual factors 3.2. The therapeutic process	Working conditions Process qualities	<i>organizational structure – communication framework</i> <i>method matters - the therapist and the person's needs</i>
4. Suggestions for the future use of online counseling	4.1. A supplementary tool used with caution 4.2. Create the appropriate conditions	Add-on alternative Development	<i>you have the option - additional tool</i> <i>education - know-how and digital accessibility</i>

Table S2: Main themes and sub-themes