

Multimedia Appendix 1. Main^a and subcategories therapist behaviours, definitions, examples and percentages out of 219 feedback messages.

Category therapist behaviors	Definition	Example	%
Emphasizing responsibility	Emphasize the responsibility of the pt ^b	<i>It is useful for yourself to get insight in this by filling in the diary</i>	0.1
Affirming	Give attention/recognize/show interest in thoughts, emotions and behaviors of the pt and to consider them valid		22.2
Validating and interpreting	Confirm by interpreting and validating what the pt has written	<i>That must be very difficult for you I see that you are struggling with it</i>	10.9
Normalizing	Confirm by stating that the behavior of the pt often occurs/is normal	<i>It is not easy to /It is very common that you feel this way</i>	1.4
Summarizing online	Confirm by summarizing and repeating what the pt has written	<i>You write that you..../You are able to focus and enjoy your activities</i>	7.4
Summarizing f2f	Confirm by summarizing and repeating what the pt has said	<i>This morning we discussed that you....</i>	2.5
Clarifying the framework	Clarify/emphasize/remind the pt of the protocol/framework and give practical information	<i>You gave now finished the first part of the treatment, in the second part we will focus on....</i>	3.9
Self-disclosure	Use experiences and personal examples from the therapist's life	<i>This exercise has helped me with my sleeping problems</i>	0
Informing	Inform or refer to different functionalities on the online platform		27.5
Informing about the next session	Inform or refer to the next session and/or its content	<i>You can now proceed with session 5: Structure and planning</i>	10.4
Informing about the diary	Inform or refer to the diary and/or its content	<i>It is helpful to set a reminder in your phone to fill in the dairy everyday</i>	2.8
Informing about the monitoring	Inform or refer to the monitoring/questionnaire and/or its content	<i>Your score on the QIDS is 7, so your symptoms are mild now</i>	1.5
Informing about the assignments	Inform or refer to the assignments in the previous session and/or its content	<i>You kept track of your activities during the weekend, I'm curious about your week-days</i>	3.7
Informing about the f2f	Inform or refer to face-to-face	<i>See you next week, at 14.00!</i>	9.1

session	session		
Confronting	Express a different opinion or disagree with the pt	<i>I do not think that your activities are useless, but I think the opposite!</i>	0.4
Urging	Urge to let the pt do something	<i>It is important that you try this</i>	3.9
Encouraging	Encourage/motivate past and future behavior of the pt		23.4
Praising past behavior	Praise something the pt has done in the past	<i>Even though you found it difficult, you did it, very good!</i>	14.5
Inciting future behavior	Incite something that the pt is planning to do	<i>Continue to keep up this good work! Good luck!</i>	8.9
Guiding	Give advice, information or suggestions		11.3
Psychoeducation	Give information on psychological processes	<i>The fact that it doesn't immediately give more pleasure is something we see often in a depression</i>	5.5
Giving suggestions	Give suggestions about alternative behavior/provide advice on how it can be addressed	<i>Try to think of something that's easy to do and cannot easily go wrong</i>	5.8
Questions	Ask or answer questions		6.9
Asking questions to clarify	Ask questions to better understand the behavior or emotions of the pt	<i>Is that something you already do?/ ... is that correct?</i>	3.4
Asking 'thought' questions	Ask questions to encourage the pt to think further	<i>How would you like to feel and what should your life look like?</i>	3.2
Answering questions	Respond to questions of the pt	<i>Yes, I will repeat this session for you, so that you can practice more</i>	0.3

^aMain categories are in bold.

^bPt stands for patient.