428 counselees were sent information about the study with their appointment letter.

371 had their appointment between February 2008 and April 2010.

336 counselees fulfilled the inclusion criteria.

Counselees randomly assigned (n = 197).

Allocated to website (n = 103)
- Completed T0 questionnaire (n = 101)
- Received allocated intervention (n = 98)
  - Did not receive allocated intervention due to technical error (n = 3)
  - Received allocated intervention, but viewed only the home page (n = 7)
- Consultation videotaped (n = 102)
  - Consultation not videotaped due to technical failure (n = 1)
- Complete data at T1 of 95 counselees
  - Lost to follow-up (n = 8)
- Analysed (n = 103)

Allocated to UC (n = 94)
- Completed T0 questionnaire (n = 89)
- Received allocated intervention (n = 89)
- Consultation videotaped (n = 90)
  - Consultation not videotaped due to logistic or technical failure (n = 4)
- Complete data at T1 of 88 counselees
  - Lost to follow-up (n = 6)
- Analysed (n = 94)

57 counselees cancelled or postponed their appointment or were counselled at a community hospital.

35 counselees did not fulfil the inclusion criteria.

139 counselees returned opt-out form, told the researcher by phone they did not wish to participate or told the counsellor at the start of the initial consultation.

24 did not have internet access.

7 had a first-degree relative who had attended breast cancer genetic counselling.

2 were under 18 years.

2 were referred because of ovarian cancer risk.

48 did not want to be videotaped.

10 considered the study too much of a burden because of their cancer treatment or psychosocial situation.

7 did not want to fill in questionnaires.

5 indicated lack of time as a reason.

2 indicated another reason.

67 did not wish to give a reason.

7 did not want to fill in questionnaires.

5 indicated lack of time as a reason.

2 indicated another reason.

67 did not wish to give a reason.

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