Appendix 1: Keywords search part 1 & 2

1.

During **part 1** a selection of studies was made within the Scopus database, based on the following query on title, abstract and keywords:

 (motivator OR support OR "user experience" OR engage)

AND ("web-based intervention" OR "online intervention" OR "computerized therapy" OR "online CBT" OR "digital therapy" OR e-health)

AND (meta OR "systematic review" OR "qualitative study")

AND NOT (medication))

2.

During **Part 2** a selection of studies was made within the Scopus and Web of Science database, based on the following query on title, abstract and keywords:

("virtual agent" OR "virtual human" OR "embodied conversational agent")

AND (web-based intervention OR e-health OR "Intelligent Tutoring System" OR "ITS")

AND (adherence or support OR empathy OR alliance OR "user experience" OR persuasive OR rapport)