GETTING STARTED GUIDE Secure Messaging

with **Simple**practice

Secure Messaging lets you message your clinician directly. Connect with your clinician from anywhere using any device, as long as you have internet connection.

SECTIONS:

- 1. Message notifications
- 2. How to reply

MESSAGE NOTIFICATIONS

When your clinician sends you a secure message, you'll receive an email that looks like this:

- Click the Read Secure Message button to access your message. Your link will be active for 15 minutes from the time the email is sent. During this time, you can view your message directly after you click the link.
- 2. Clicking the link will **open the messaging widget in your default browser**. You can then view and reply to messages directly from there. This works the same way whether you're on your computer or your mobile device.



NOTE: After 15 minutes pass from when you receive the email, you'll have to log in to view your message through the Sign In link you'll receive via email.

HOW TO REPLY

You can check your messages or send new ones at any time by logging into the Client Portal. Once you log into the portal, just click the **Secure Message icon** to view or send messages. If you received a new message, an **orange dot** will indicate that.



Start typing your message in the box that says **Send a message**, then hit enter (or return) on your keyboard when you're ready.

Laughter Therapy	🦻 Sign Out
Appointments Documents Billing & Payments	< Will Morales
Appointmen	WM Hi Emily, I'm looking forward to our session on October 7 at 12:45PM. Please familiarize yourself with the Client Portal and fill out all your Demographics information before we meet.
New appointment? Req Upcoming Requested	Thank you! I'll make sure to do that See you soon.
Oct 07, 2019 12:45 PM—2:15 PM UTC 《 Will Morales	Oelivered Great! Thanks
 11801 Mississippi Ave 90025, CA 90025 Add to Calendar Cancel 	Send a message Tip: to add space between lines, use Shift + Enter.

You're now ready to start using Secure Messaging.