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How to Use Secure Messaging

GETTING STARTED GUIDE: FOR CLIENTS

Secure Messaging

with  simplepractice

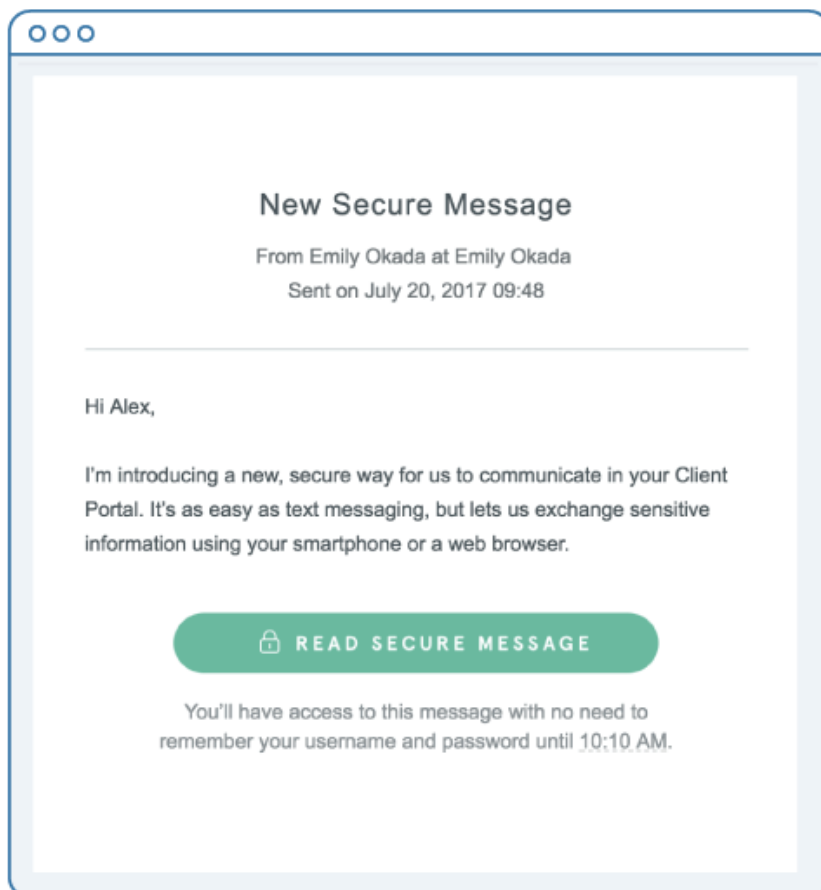
Secure Messaging lets you send and receive messages directly with your clinician. Reschedule your session or ask your therapist a question right from your phone!

WHY USE SECURE MESSAGING?

- Keep all your therapy-related communication in the same place.
- It's as easy as texting, and you can do it from your phone.
- All of your messages are 100% private and secure.

HOW DOES IT WORK?

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

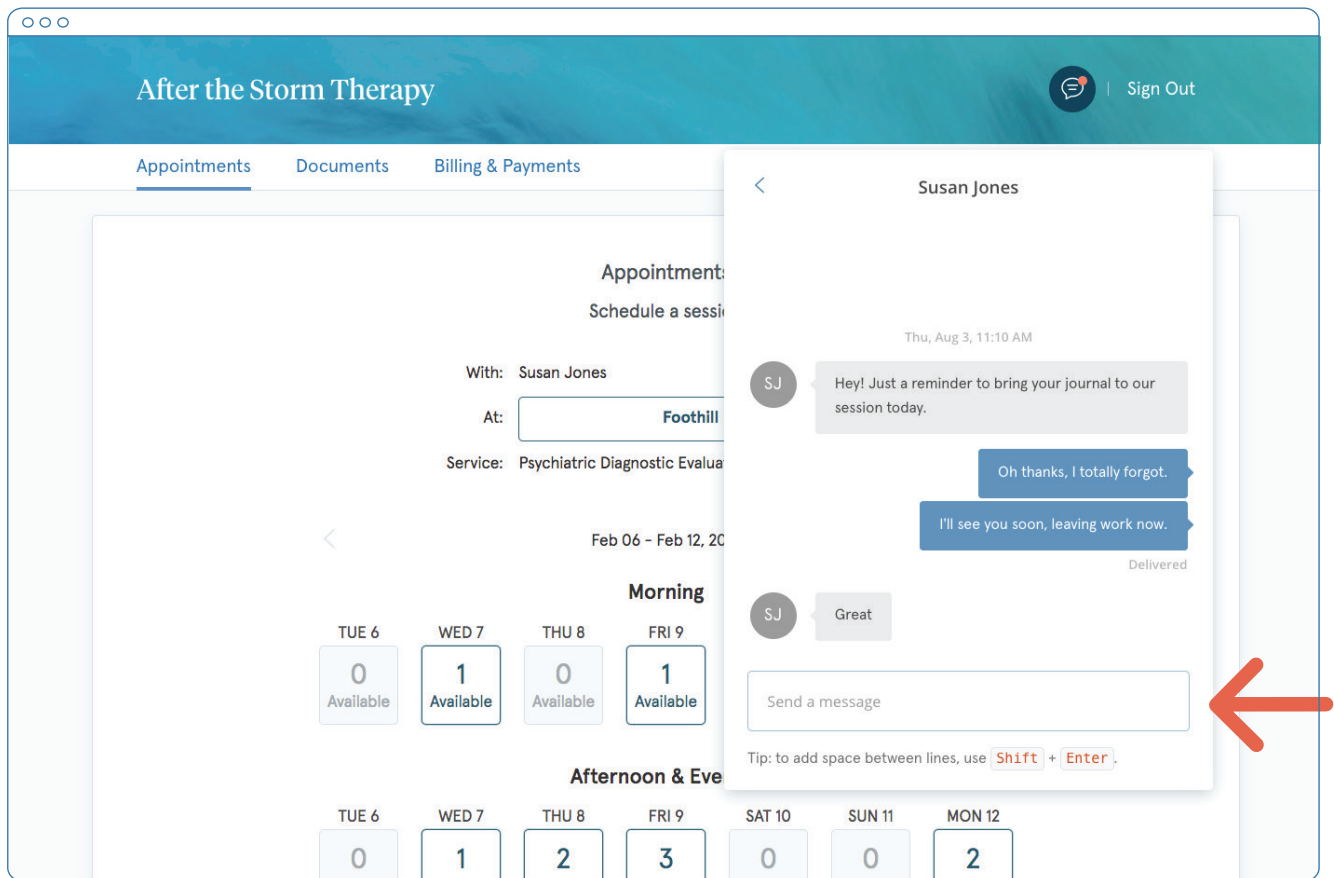


1. Click on the **Read Secure Message** button to access your message. Your link will be active for 15 minutes from the time the email is sent. During this time, you can view your message directly after you click the link.

Note: After 15 minutes, you'll have to enter your Client Portal username and password to log in and view your message.

2. Clicking the link will open the messaging widget in your default browser. You can then send messages directly from there! This works the same way whether you're on your computer or your mobile device.

3. Start typing your message in the box that says "Send a message," then hit **Send** when you're ready.



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 on the **Secure Message icon** to view your message. The orange dot indicates a new message is waiting.

You can click on the **Secure Message icon** at any time to open the messaging widget and send a message to your clinician.



Congratulations!

You're now ready to start sending Secure Messages through your Client Portal.