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# **How to Use Secure Messaging**

## GETTING STARTED GUIDE

# Secure Messaging

with  simplepractice

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:

1. Click the **Sign in** 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.

From yourprovider@simplepractice.com  
Subject Welcome from Sasha Test

### New Secure Message

You have a new secure message from Will Morales at Olive Branch Clinic. Sign in to read it.

Sign In

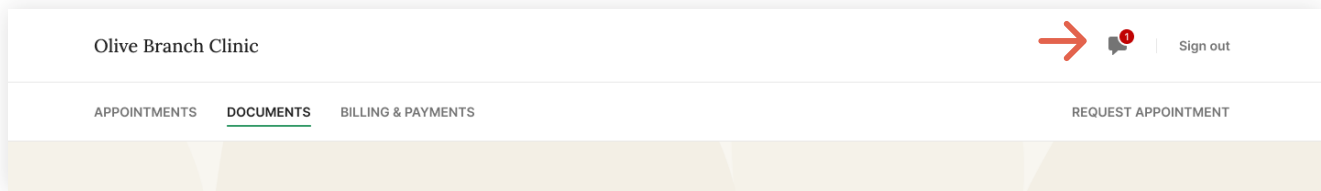
This one-time link will instantly sign you in until X AM/PM (PDT) on MM/DD/YYYY

Online Booking and Client Portal Services provided by SimplePractice. Read the SimplePractice [Privacy Policy](#)

**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.

A screenshot of the Olive Branch Clinic Client Portal showing the "Billing & Payments" section. The page title is "Billing & Payments". Below the title, there is a summary box showing "Total Balance \$300" and a green "PAY BILL" button. Underneath is a table of "Invoices (7)". To the right, a secure message conversation is open with "Dr. Bryan Sun". The message history shows a patient asking for help with a bill, and a response from "EJ" saying "Hello". A "Send a message" input box is at the bottom of the chat window.

DATE	INVOICE	CHARGES	PAYMENTS
Aug 11, 2021	Invoice #123 <span>Past due</span>	\$100	--
Aug 10, 2021	Invoice #122	\$100	--
Aug 03, 2021	Invoice #121	\$100	--
Jul 29, 2021	Invoice #120	\$200	--
Jul 28, 2021	Invoice #119	\$400	--
Jul 22, 2021	Invoice #118	\$200	--



**Congratulations!**

You're now ready to start using Secure Messaging.