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# **How to Request Appoint- ments**

# How to Request Appointments

with  simplepractice

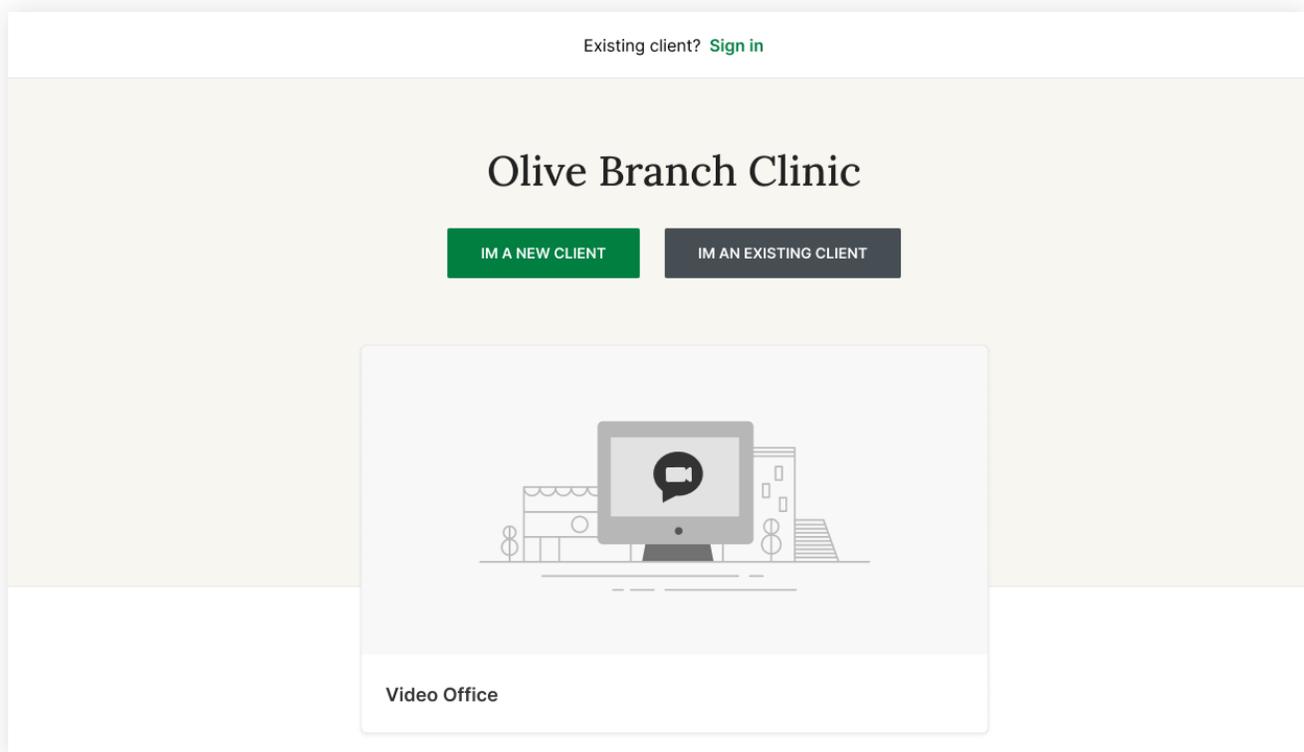
Request, cancel, or reschedule appointments with your clinician.

## SECTIONS:

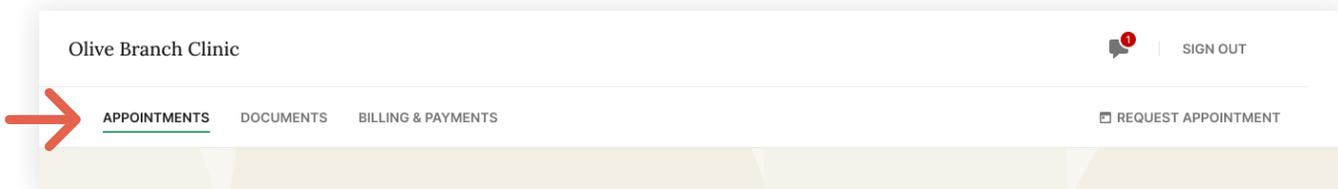
1. Request an appointments
2. Cancelling requests

## REQUEST AN APPOINTMENT

1. Go to your clinician's Client Portal and click **I'm an Existing Client** to log in. The **I'm a New Client** button is only for clients who have never logged into the Client Portal.



2. Navigate to the **Appointments tab** (This may already be selected by default).



### 3. Select your **service**.

Olive Branch Clinic SIGN OUT

[Appointments](#)

## Request appointment

- Select service**
- Select location
- Select time and date
- Select client
- Your information

Already a client? To request an appointment, [Sign in](#)

Psychotherapy, 45 min  
50 minutes SELECT

Psychotherapy, 45 min  
50 minutes SELECT

Psychotherapy, 45 min  
50 minutes SELECT

### 4. Choose your **office location**.

Olive Branch Clinic SIGN OUT

[Appointments](#)

## Request appointment

- Service  
Psychotherapy,  
60 min 1 hour
- Select location**
- Select time and date
- Select client
- Your information



**Video Office**  
(909) 497-9954

SELECT



**Main Office**  
123 Main Street  
Los Angeles, CA 91101  
(909) 497-9954

SELECT

5. Choose the **date and time** that you'd like.

Olive Branch Clinic SIGN OUT

[Appointments](#)

## Request appointment

✓ Service  
Psychotherapy,  
60 min 1 hour

✓ Select location  
Main Office  
123 Main Street  
Los Angeles, CA 91101  
(310) 459-8816

**3** Select Time and Date

4 Select Client

5 Your Information

Existing client? [Sign in](#)

August 2021

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	★ Today	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Show availability for:

Mornings

Evenings

Availability on Thu, July 20, 2021  
Viewing in EDT [Change](#)

Morning	Afternoon	Evening
7:00 AM	1:00 PM	1:00 PM
8:00 AM	2:00 PM	2:00 PM
9:00 AM	3:00 PM	--
	4:00 PM	--

[More times](#)

6. Select who the appointment is for.

Olive Branch Clinic SIGN OUT

[Appointments](#)

## Request appointment

✓ Service  
Psychotherapy,  
60 min 1 hour

✓ Select location  
Main Office  
123 Main Street  
Los Angeles, CA 91101  
(310) 459-8816

✓ Select location  
Tue, Aug 10, 2021  
8:35 AM - 9:25 AM PDT

**4** Select Client

5 Your Information

**Who is this appointment for?**

You can request this appointment for yourself, on behalf of someone else, or for both you and your partner. Please choose below.

Me

Someone else

My partner and me

Appointment requests will be confirmed by the practice. [NEXT](#)

7. Your appointment request has been **sent** to your clinician. Your clinician will need to accept your request to make it official.

You can click to view a map of the office location, or add the session to your calendar.

## Thank you, Hitesh!

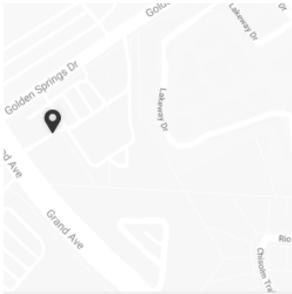
We will send you a confirmation after your appointment has been confirmed

**When**  
Tue, Aug 10, 2021  
8:35 AM - 9:25 AM PDT

**With**  
Dr. Bryan Sun

**What**  
Psychotherapy, 45min

**Where**  
Main Office  
123 Main Street  
Los Angeles, CA 91101  
(310) 459-8816



**Add to calendar**

[GOOGLE](#) [APPLE](#) [OUTLOOK](#)

[CANCEL APPOINTMENT](#)

8. If your request is accepted, you'll receive an **email** confirming the session.

9. If they cannot see you at that time, you'll receive a link to reschedule. Click it to go back to your Client Portal and request a new session.

## Appointments

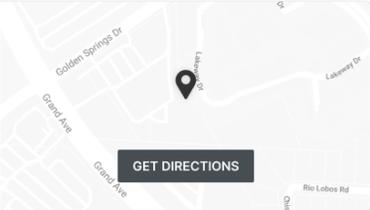
New appointment? [REQUEST NOW](#)

**UPCOMING** REQUESTED

AUG 10, 2021  
8:35 PM - 9:25 AM PDT

Bryan Sun  
 Main Office

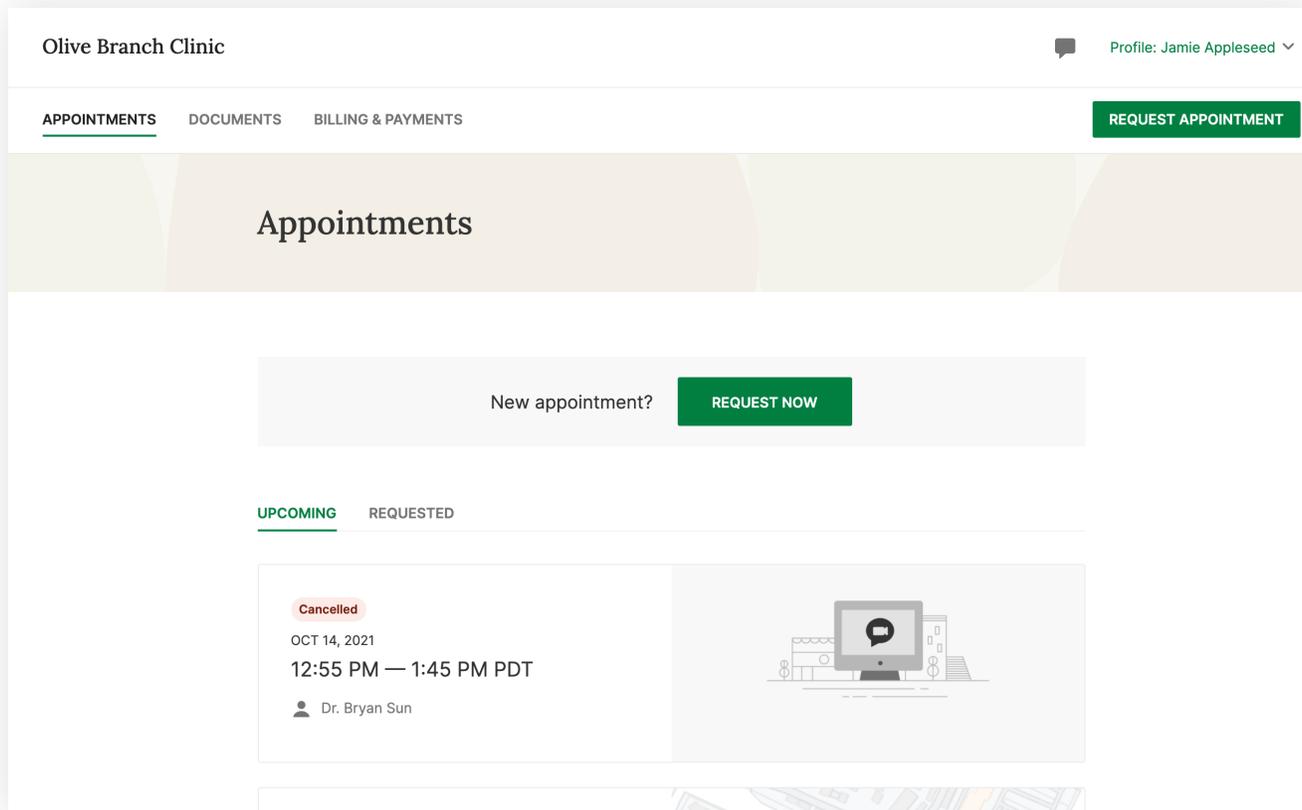
[Add to calendar](#) · Call to cancel (999) 888-7777



[GET DIRECTIONS](#)

## VIEWING AND CANCELLING REQUESTS

You'll see a list of your upcoming requests and confirmed or denied appointments on the Appointments page of your client portal. Click **Cancel Session** to cancel your appointment request.



The screenshot shows the 'Appointments' page for Olive Branch Clinic. At the top, the clinic name 'Olive Branch Clinic' is on the left, and the user profile 'Profile: Jamie Appleseed' is on the right. Below the header, there are navigation tabs for 'APPOINTMENTS', 'DOCUMENTS', and 'BILLING & PAYMENTS'. A green button labeled 'REQUEST APPOINTMENT' is located in the top right corner. The main heading 'Appointments' is centered. Below this, there is a section for 'New appointment?' with a green 'REQUEST NOW' button. Underneath, there are two tabs: 'UPCOMING' (which is active) and 'REQUESTED'. The 'UPCOMING' tab shows a list of appointments. The first entry is a cancelled appointment: 'Cancelled' (in a red pill), 'OCT 14, 2021', '12:55 PM — 1:45 PM PDT', and 'Dr. Bryan Sun' (with a person icon). To the right of the appointment details is an illustration of a computer monitor with a speech bubble icon, representing a cancelled session.

**NOTE:** You'll only be able to cancel this way according to your clinician's cancellation policy. If you attempt to cancel too close to a session, or if they don't offer online cancellation, you'll receive a message to call their office to cancel.

Once your session is cancelled, you'll see this reflected on your **Appointments tab** in the Client Portal. Use this page to **check the status of your requests, cancel sessions, or schedule new ones.**



**Congratulations!**

You're now ready to start booking appointments in your Client Portal.