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How to Use Secure Messaging

Secure Messaging

with  simplepractice

Secure Messaging lets you message your clinician directly. Reschedule your session or ask a question straight from your phone.

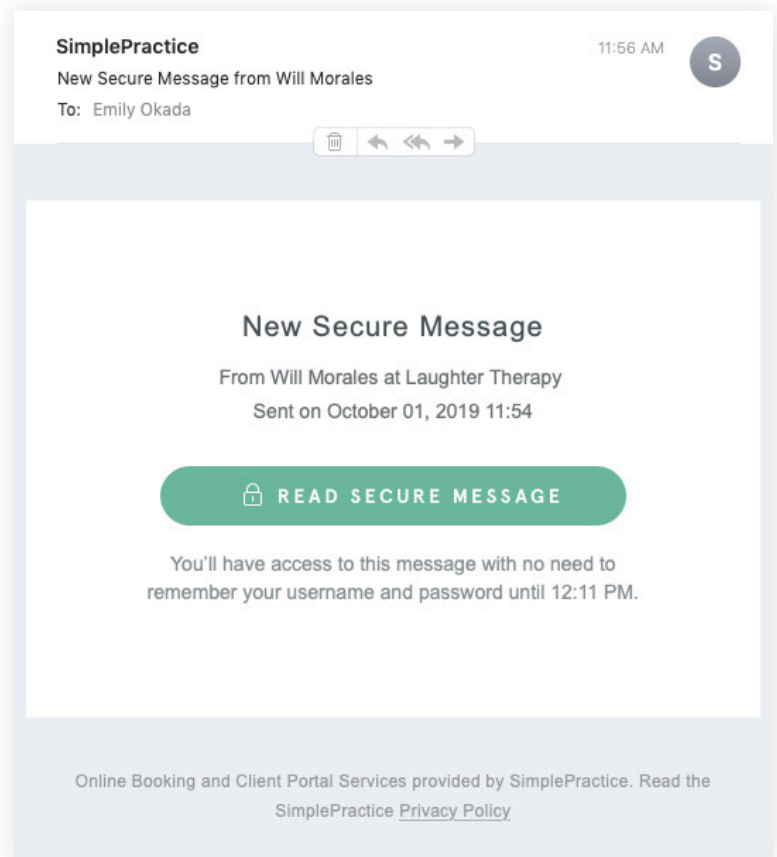
SECTIONS:

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 **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

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

The screenshot displays the Laughter Therapy client portal. At the top, the header includes the text "Laughter Therapy" and a "Sign Out" button with a speech bubble icon. Below the header, there are navigation tabs for "Appointments", "Documents", and "Billing & Payments". The main content area shows an "Appointment" card with the following details: "Oct 07, 2019", "12:45 PM—2:15 PM UTC", "Will Morales", and "11801 Mississippi Ave, 90025, CA 90025". There are "Add to Calendar" and "Cancel" buttons on the card. Overlaid on the right is a secure messaging window titled "Will Morales". The message history shows: "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." followed by three replies: "Thank you!", "I'll make sure to do that", and "See you soon." (marked as "Delivered"). A subsequent message from "WM" says "Great! Thanks". At the bottom of the messaging window is a text input field labeled "Send a message" and a tip: "Tip: to add space between lines, use Shift + Enter".

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 your message. The **orange dot** indicates a new message is waiting.

This screenshot shows the top portion of the Laughter Therapy client portal. The header features "Laughter Therapy" on the left and a "Sign Out" button with a speech bubble icon on the right. Below the header is a navigation bar with tabs for "Appointments", "Documents", and "Billing & Payments". On the far right of this bar is a "Request Appointment" button with a calendar icon.



Congratulations!

You're now ready to start using Secure Messaging.