simplepractice

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How to Use Secure Messaging

Secure Messaging

with **simplepractice**

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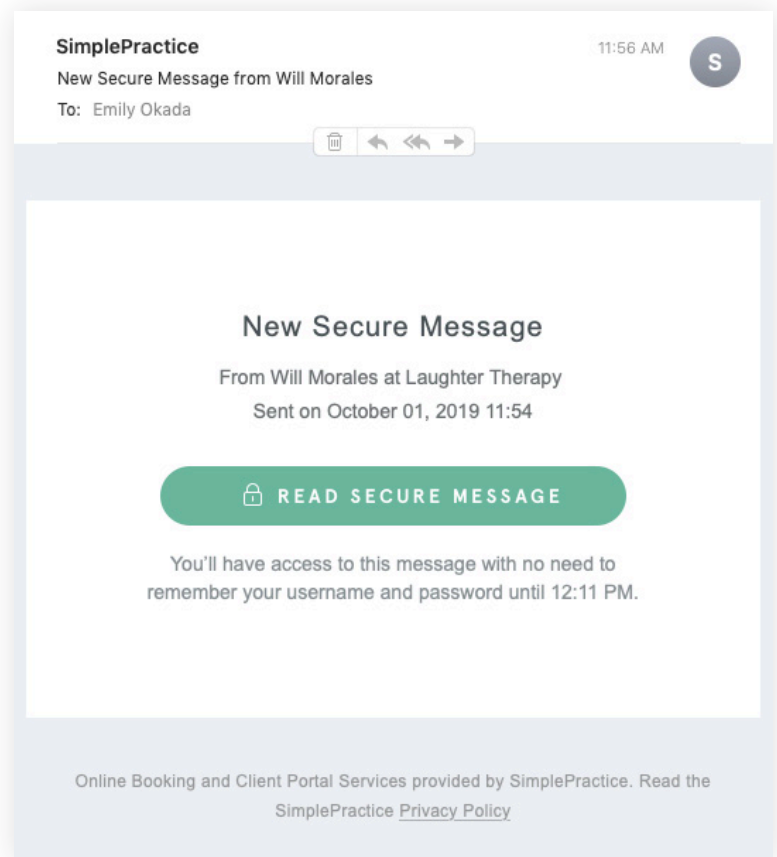
SECTIONS:

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 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.

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.

SimplePractice   11:56 AM   S

New Secure Message from Will Morales

To: Emily Okada

New Secure Message

From Will Morales at Laughter Therapy

Sent on October 01, 2019 11:54

🔒 **READ SECURE MESSAGE**

You'll have access to this message with no need to remember your username and password until 12:11 PM.

Online Booking and Client Portal Services provided by SimplePractice. Read the SimplePractice Privacy Policy

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

HOW TO REPLY

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.

Congratulations!
You're now ready to start using Secure Messaging.