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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.

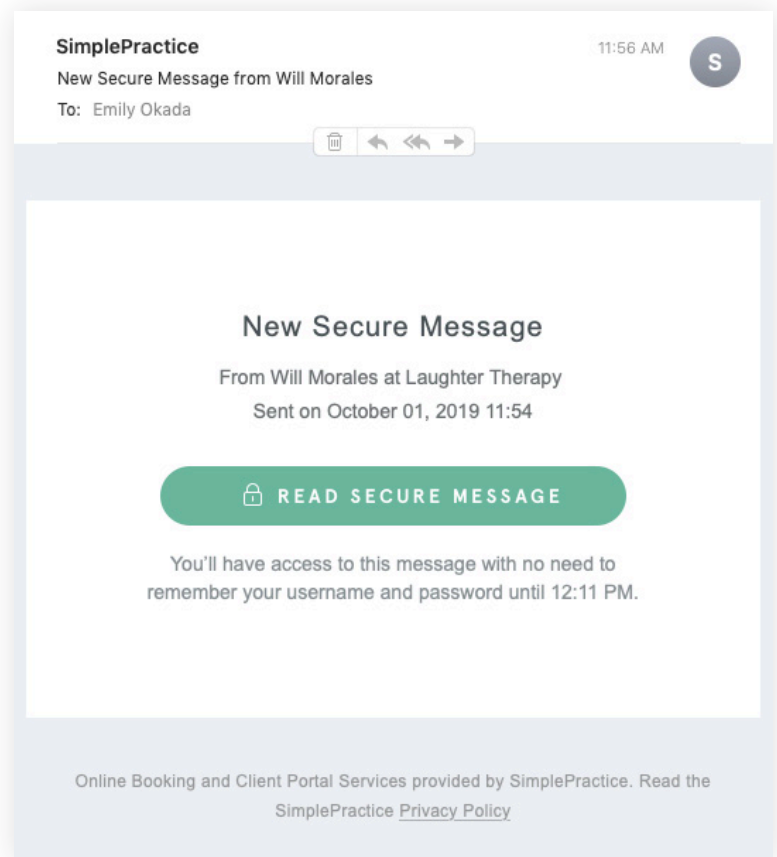
SECTIONS:

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.



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.

The screenshot shows the Laughter Therapy client portal interface. At the top, there is a blue header with the text "Laughter Therapy" and a "Sign Out" button. Below the header, there are navigation tabs for "Appointments", "Documents", and "Billing & Payments". The main content area displays an appointment card for "Will Morales" on "Oct 07, 2019" from "12:45 PM—2:15 PM UTC" at "11801 Mississippi Ave, 90025, CA 90025". The card includes an "Add to Calendar" button and a "Cancel" button. A secure messaging window is overlaid on the right side of the screen, showing a conversation with "Will Morales". The messages are: "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." (grey bubble), "Thank you!" (blue bubble), "I'll make sure to do that" (blue bubble), "See you soon." (blue bubble), and "Great! Thanks" (grey bubble). The window also features a "Send a message" input field 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 on 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 blue header contains "Laughter Therapy" on the left and a "Sign Out" button on the right, which is accompanied by an orange arrow icon pointing to a secure message icon. Below the header, the navigation bar includes tabs for "Appointments", "Documents", and "Billing & Payments", along with a "Request Appointment" button.



Congratulations!

You're now ready to start using Secure Messaging.