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# How to Use Secure Messaging

GETTING STARTED GUIDE: FOR CLIENTS

# Secure Messaging

with  simplepractice

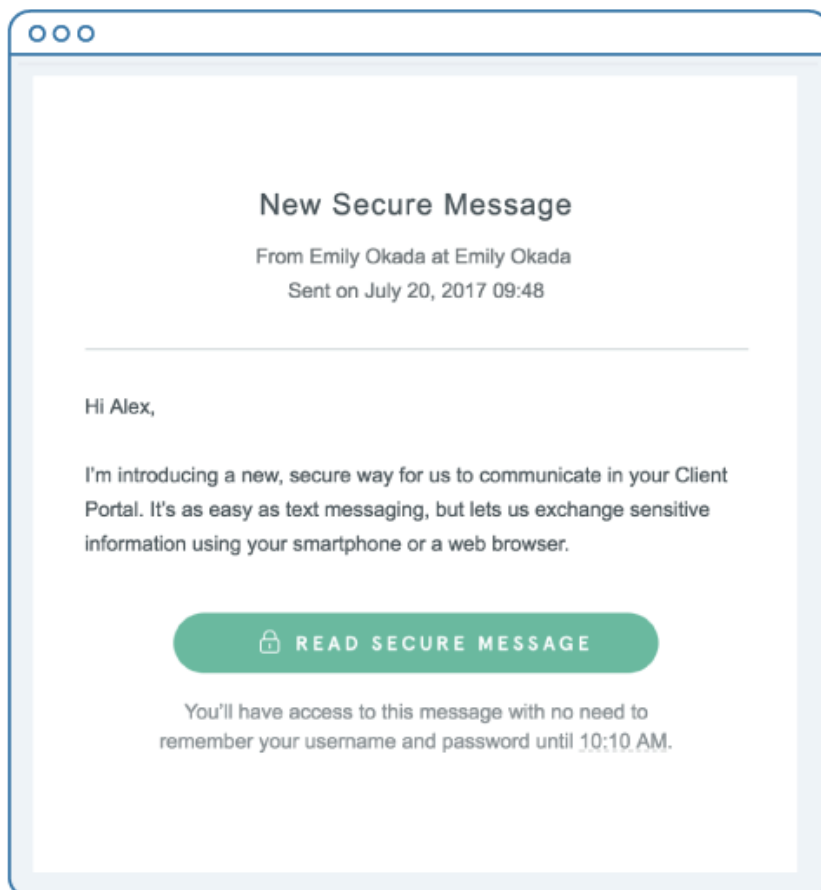
Secure Messaging lets you send and receive messages directly with your clinician. Reschedule your session or ask your therapist a question right from your phone!

## WHY USE SECURE MESSAGING?

- Keep all your therapy-related communication in the same place.
- It's as easy as texting, and you can do it from your phone.
- All of your messages are 100% private and secure.

## HOW DOES IT WORK?

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.

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

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.

3. Start typing your message in the box that says "Send a message," then hit **Send** when you're ready.

The screenshot shows the 'After the Storm Therapy' Client Portal. The top navigation bar includes 'Appointments', 'Documents', and 'Billing & Payments'. The main content area displays an appointment scheduling interface for Susan Jones at Foothill, with a calendar view for February 06 - Feb 12, 2020. A messaging widget for Susan Jones is overlaid on the right side of the screen. The widget shows a conversation history with messages from Susan Jones (SJ) and the user. The user's messages are: 'Oh thanks, I totally forgot.' and 'I'll see you soon, leaving work now.' (Delivered). Susan Jones's messages are: 'Hey! Just a reminder to bring your journal to our session today.' and 'Great'. Below the conversation history is a 'Send a message' input field, which is highlighted by a red arrow. A tip below the input field reads: '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.

The screenshot shows the top navigation bar of the 'After the Storm Therapy' Client Portal. The navigation bar includes 'Appointments', 'Documents', and 'Billing & Payments'. On the right side of the navigation bar, there is a 'Secure Message' icon (a speech bubble with a red dot) and a 'Sign Out' button. A red arrow points to the 'Secure Message' icon.

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.

You can click on the **Secure Message icon** at any time to open the messaging widget and send a message to your clinician.



**Congratulations!**

You're now ready to start sending Secure Messages through your Client Portal.