

# 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.

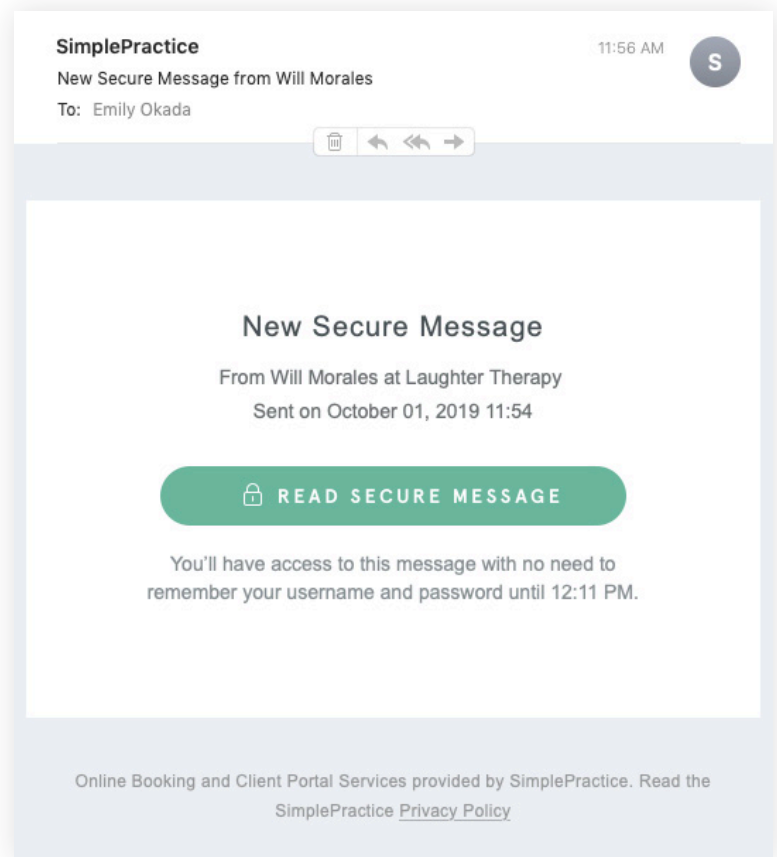
## SECTIONS:

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 displays the Laughter Therapy client portal interface. 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 buttons for "Add to Calendar" and "Cancel". A "New appointment?" button is also visible. 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 second message from "Will Morales" 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 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 header features the text "Laughter Therapy" and a "Sign Out" button with a speech bubble icon and an orange arrow pointing right. Below the header, there are navigation tabs for "Appointments", "Documents", and "Billing & Payments". On the right side of the navigation bar, there is a "Request Appointment" button with a calendar icon.



**Congratulations!**

You're now ready to start using Secure Messaging.