



SimplePractice Client Portal Access Guide

ACCESS FROM YOUR PHONE

Download the SimplePractice Client Portal app from the App Store on an iPhone or Google Play on an Android phone.

Open the app and enter the email address The Psychology Lab has on file for you.

Tap **Send Link**, then open the one-time sign-in email and tap **Sign In**.



No password is needed for the initial email sign-in link.

ACCESS FROM A COMPUTER

Open the Client Portal link from your email.

Follow the sign-in link in the email to open your secure Client Portal.

Enter the email address we have on file. If prompted, then check your email for a new one-time sign-in link.



If you **cannot** find the email in your inbox or junk folder, **contact the front desk**. We can confirm the email address on file and help you gain access.

COMPLETE PENDING DOCUMENTS

Open **Documents** and select each pending form.

Complete all required fields and submit each document.



All pending documents must be completed at least 24 hours before your intake appointment.



If you have questions about any form, contact the front desk so we can review it with you.

UPLOAD REQUESTED DOCUMENTS

If the front desk requests a document:

- 1 Open **Documents** and tap **View All**.
- 2 Tap **Upload New**.
- 3 Choose Photo Library, Take Photo, or Files.



If uploading does not work, call or text the front desk at **(602) 753-8835**.

WHAT CAN I ACCESS?

Depending on the features available for your account, you may be able to:



- View upcoming appointments
- Join telehealth appointments
- Complete pending documents



- Upload requested files
- View invoices and make payments
- Send secure messages directly to your providers

NEED HELP GETTING SET UP?



Call or text The Psychology Lab at **(602) 753-8835**.

We can schedule a time for you to come into the office, and the front desk can help you get set up.



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