Using the Secure Client Portal

LOGGING IN TO THE PORTAL

Logging in for the first time-

- The first time that you log in to the Client Portal, click the link found in the welcome email you received from Hazel House.
- Clicking the link will open a new tab in your browser where you'll automatically get logged in.

To log back in later-

- Go to your provider's Client Portal website - https://www.hazelhouse.net/login-to-secure-portal
- Click on "I'm an Existing Client"
- Enter the email address associated with your account.
- Click "Email Me a Link."
- Check your inbox to find the sign-in email. It will be from Hazel House, and it will say, "Login to your Secure Portal."
- Within the email, click the green "Sign In" button.
- Keep in mind that the link in the email is valid for 24 hours and can only be used to sign in once. You may request a new link with one click, if necessary.
- You must use the most recent Sign In Link in your inbox. If you requested a Sign In Link multiple times and click an older link when a newer one exists, you will not be able to sign into the Client Portal.

SECURE MESSAGING

Reading a message from Hazel House-

- When a Hazel House Team Member sends you a secure message, you'll receive an email from *Simple Practice* with the subject "New Secure Message from …"
- Open the email and click 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.
- Clicking the link will open the messaging widget in your default browser. You can then view and reply to messages directly from there. This works the same way whether you're on your computer or your mobile device.
- After 15 minutes have elapsed, you will need to log in to the portal and click the message icon in the top right corner of your screen to view your message.
- If you have an unread message, there will be an orange dot on the message icon.

Sending a message to Hazel House-

- Log in to the portal, using the instructions above.
- Click the message icon at the top right corner of your screen.
- Type your message in the messaging widget and press enter.
- Watch for an email to alert you that a team member has responded.