

## Simple Practice Log in for Clients

### First time log in

1. Click on the link found in the welcome email
2. Clicking the link will open a new tab within the browser and you will automatically be logged in

### Logging back in

1. Visit the provider's portal website (it is recommended that you bookmark this site for future reference).
2. Click the "I'm an Existing Client" button, then enter the **email address** associated with the account
3. Click on "**email me a new link**"
4. Check your email inbox for the new sign-in email- please note that this link is only valid for 24 hours and can only be used **once**
5. Click the "sign in" link from the email which will automatically log you into the client portal.

### Trouble Shooting Sign-In Issues

1. Ensure that you are entering the correct email address—click **request a new link** if you want to re-enter your email.
2. Always check the spam/junk folder in your inbox for an email from [no-reply@simplepractice.com](mailto:reply@simplepractice.com)
3. Call the office at (414) 302-1233 to request a **pin code** to sign in. This is a 6-digit code that you can use along with your email in order to sign in.

### Documents and Forms

1. The first time logging in to the Client Portal, you will see a welcome message, you will click "**Get Started**" on this page
2. Begin completing forms—some documents can be signed electronically by clicking a checkbox found at the bottom of the page.
3. Click **Continue** to move to the next document.
4. When pertinent documents have been completed, you may be asked to fill out contact information details, demographics, credit card, and insurance information. Please take your time filling out this portion.
5. Completed consent documents may be view at anytime by navigating to the **Documents** tab.
6. Clients may also upload files to share with their provider via the **Documents** tab