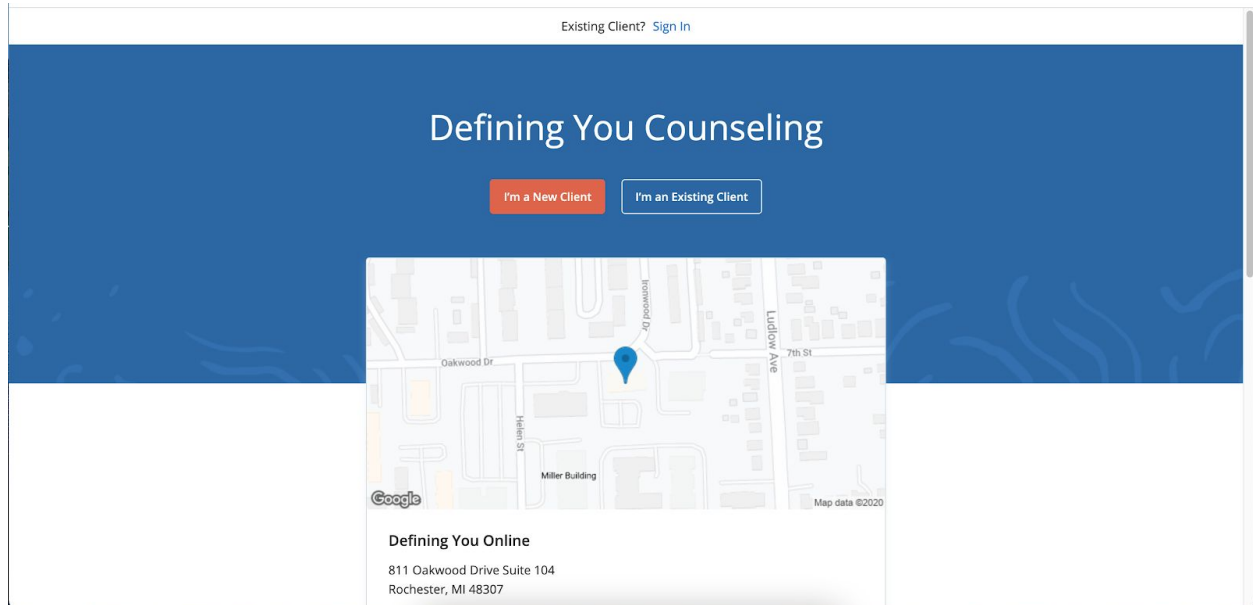


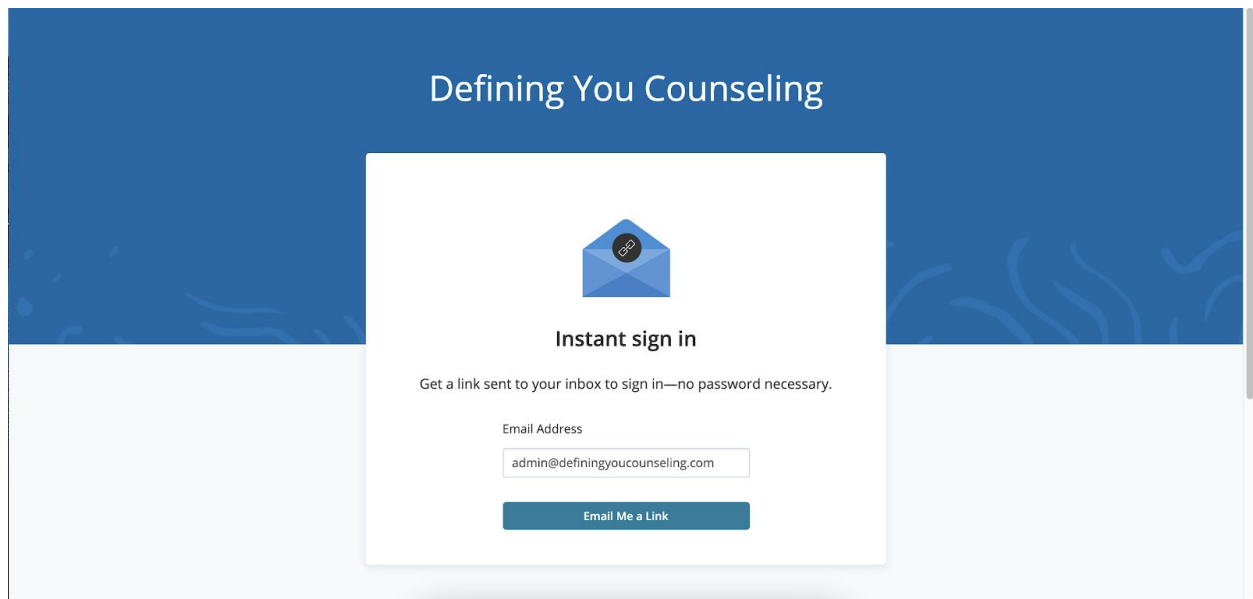
Defining You Client Portal Instructions - Existing Clients

Go to <https://definingyou.clientsecure.me/>

Click on I'm an Existing Client



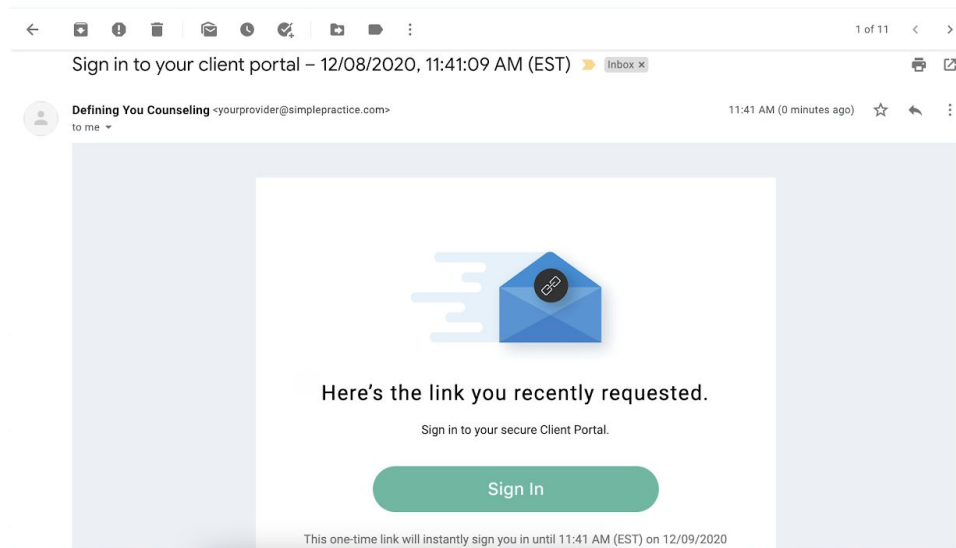
Type in your email address and click Email Me a Link



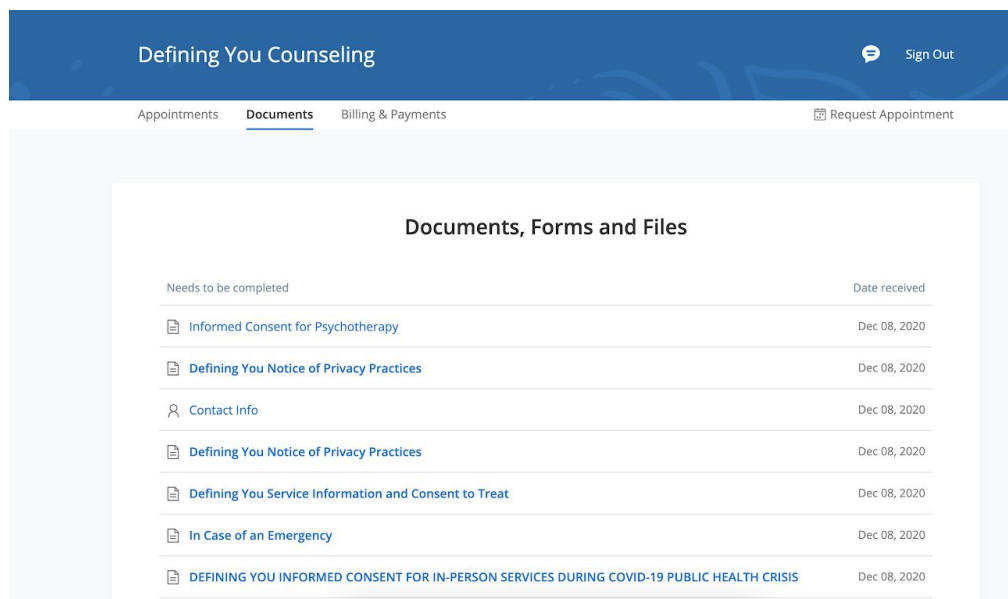
Defining You Client Portal Instructions - Existing Clients

A link will be sent to your email address. The link expires in 24 hours and can only be used once.

Make sure that you set yourprovider@simplepractice.com as a safe sender in your email settings, as emails from the portal can go to junk mail, promotions folders, etc.



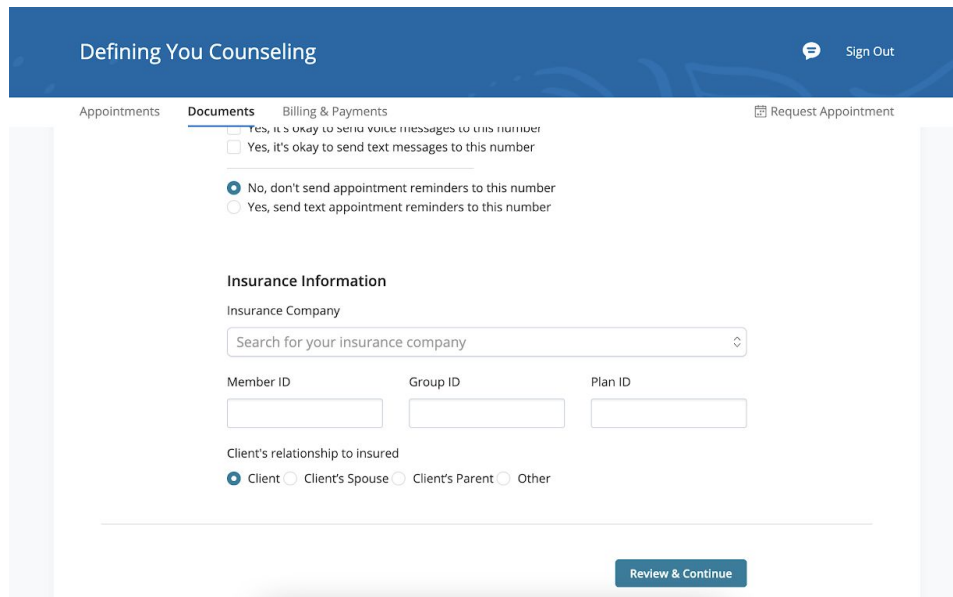
Your landing page should be the Documents tab, where you can complete any documents required, access files sent, and update and complete your contact information (including your insurance information)



Defining You Client Portal Instructions - Existing Clients

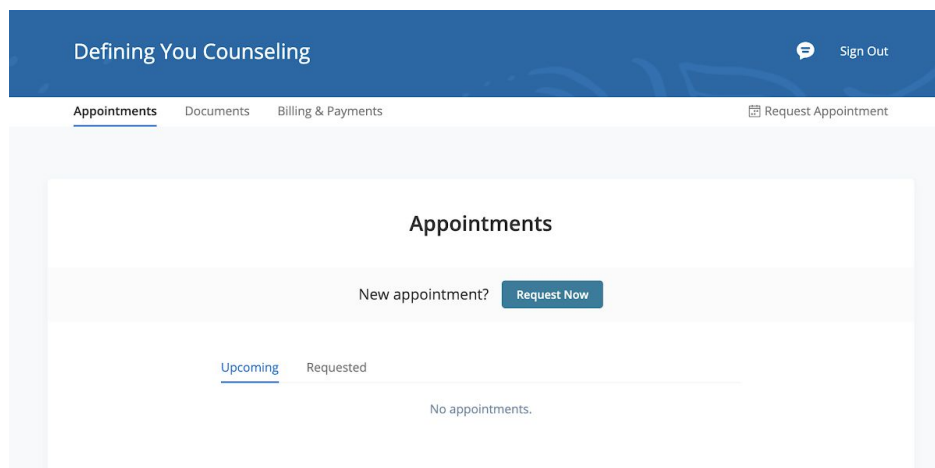
To update your Insurance Information, click on Contact Info, scroll to the bottom, and select your insurance company, enter your Member ID, Group ID, and Plan ID. If the client is not the insurance main subscriber, select the client's relationship to that person and enter in the relevant contact and demographic information required.

To save, click Review & Continue



The screenshot shows the 'Defining You Counseling' interface. At the top, there is a blue header with the title 'Defining You Counseling' and a 'Sign Out' button. Below the header, there are three tabs: 'Appointments', 'Documents', and 'Billing & Payments'. The 'Documents' tab is currently selected. Under the 'Documents' tab, there are three checkboxes: 'Yes, it's okay to send voice messages to this number', 'Yes, it's okay to send text messages to this number', and 'No, don't send appointment reminders to this number' (which is selected). Below these checkboxes, there is a section for 'Insurance Information'. It includes a dropdown menu for 'Insurance Company' with the placeholder text 'Search for your insurance company'. Below the dropdown are three input fields for 'Member ID', 'Group ID', and 'Plan ID'. At the bottom of the 'Insurance Information' section, there are radio buttons for 'Client's relationship to insured': 'Client' (selected), 'Client's Spouse', 'Client's Parent', and 'Other'. A 'Review & Continue' button is located at the bottom right of the form.

To request a new appointment, select Appointments or Request Appointment near the top of the page. Follow the prompts to request an appointment type, location, and time. You will be sent a separate email if the appointment has been confirmed by your therapist or if a change in time has been suggested.



The screenshot shows the 'Defining You Counseling' interface with the 'Appointments' section selected. The header is the same as in the previous screenshot. Below the header, there are three tabs: 'Appointments', 'Documents', and 'Billing & Payments'. The 'Appointments' tab is currently selected. Below the tabs, there is a 'Request Appointment' button. The main content area is titled 'Appointments' and contains a 'New appointment?' section with a 'Request Now' button. Below this, there are two tabs: 'Upcoming' (selected) and 'Requested'. The 'Upcoming' tab shows 'No appointments.'

