How to Request Appointments

with **simplepractice**
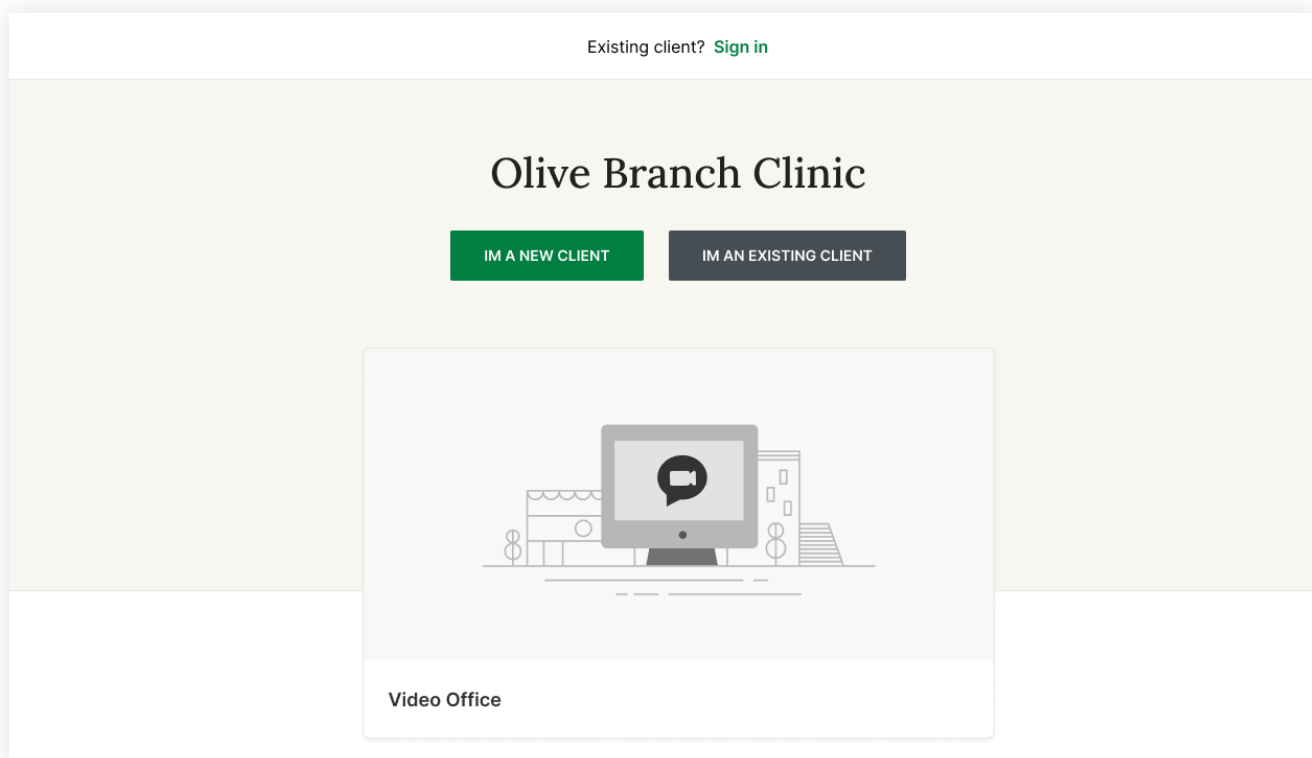
Online Booking lets you request, cancel, or reschedule appointments with your clinician.

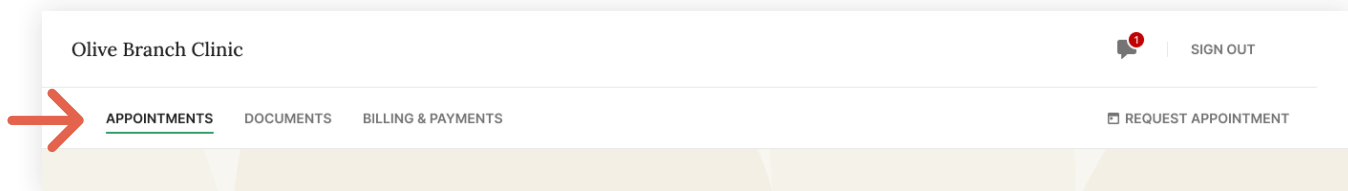## REQUEST AN APPOINTMENT

1. Go to your clinician's Client Portal and click **I'm an Existing Client** to log in. The **I'm a New Client** button is only for clients who have never logged into the Client Portal.

Existing client? **Sign in**

Olive Branch Clinic

IM A NEW CLIENT   **IM AN EXISTING CLIENT**

Video Office

2. Navigate to the **Appointments tab** (This may already be selected by default).

Olive Branch Clinic

SIGN OUT

APPOINTMENTS   DOCUMENTS   BILLING & PAYMENTS   REQUEST APPOINTMENT

3. Select your **service.**

Olive Branch Clinic

‹ **Appointments**

Request appointment

1 Select service
2 Select location
3 Select time and date
4 Select client
5 Your Information

Already a client? To request an appointment, **Sign in**

Psychotherapy, 45 min
50 minutes   **SELECT**

Psychotherapy, 45 min
50 minutes   **SELECT**

Psychotherapy, 45 min
50 minutes   **SELECT**

4. Choose your **office location.**

Olive Branch Clinic

‹ **Appointments**

Request appointment

✓ Service
Psychotherapy,
60 min 1 hour

2 Selct location
3 Select time and date
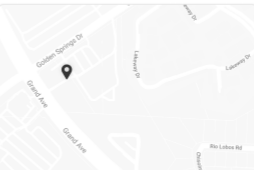**4** Select client
5 Your Information

Video Office
(909) 497-9954

SELECT

Main Office
123 Main Street
Los Angeles, CA 91101
(909) 497-9954

SELECT

5. Choose the **date and time** that you'd like.

Olive Branch Clinic

‹ Appointments

Request appointment

✓ Service
**Psychotherapy,
60 min 1 hour**

✓ Select location
**Main Office
123 Main Street
Los Angeles, CA 91101
(310) 459-8816**

3 Select Time and Date

④ Select Client

⑤ Your Information

Existing client? **Sign in**

‹		August 2021				›
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	☆ Today	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Show availability for:

☑ Mornings
☑ Evenings

Availability on Thu, July 20, 2021
Viewing in EDT **Change**

Morning	Afternoon	Evening
📞 7:00 AM	1:00 PM	1:00 PM
📞 8:00 AM	2:00 PM	2:00 PM
📞 9:00 AM	3:00 PM	--
	4:00 PM	--

More times

6. Select who the appointment is for.

Olive Branch Clinic

‹ Appointments

Request appointment

✓ Service
**Psychotherapy,
60 min 1 hour**

✓ Select location
**Main Office
123 Main Street
Los Angeles, CA 91101
(310) 459-8816**

✓ Select location
**Tue, Aug 10, 2021
8:35 AM - 9:25 AM PDT**

4 Select Client

⑤ Your Information

Who is this appointment for?

You can request this appointment for yourself, on behalf of someone else, or for both you and your partner. Please choose below.

⦿ Me
◯ Someone else
◯ My partner and me

Appointment requests will be confirmed by the practice. **NEXT**

7. Your appointment request has been **sent** to your clinician. Your clinician will need to accept your request to make it official.

You can click to view a map of the office location, or add the session to your calendar.
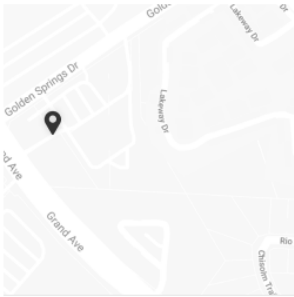
Thank you, Hitesh!

We will send you a confirmation after your appointment has been confirmed

☑ **When**
Tue, Aug 10, 2021
8:35 AM - 9:25 AM PDT

👤 **With**
Dr. Bryan Sun

💬 **What**
Psychotherapy, 45min

📍 **Where**
Main Office
123 Main Street
Los Angeles, CA 91101
(310) 459-8816

☑
Add to calendar

GOOGLE   APPLE   OUTLOOK

CANCEL APPOINTMENT

8. If your request is accepted, you'll receive an **email** confirming the session.

9. If they cannot see you at that time, you'll receive a link to reschedule. Click it to go back to your Client Portal and request a new session.
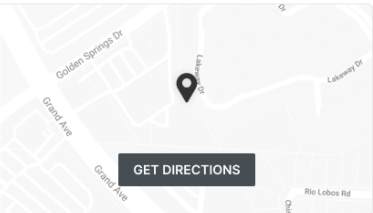
Appointments

New appointment?   REQUEST NOW

UPCOMING   REQUESTED

AUG 10, 2021
8:35 PM - 9:25 AM PDT
👤 Bryan Sun
📍 Main Office

Add to calendar · Call to cancel (999) 888-7777

GET DIRECTIONS

VIEWING AND CANCELLING REQUESTS

You'll see a list of your upcoming requests and confirmed or denied appointments on the Appointments page of your client portal. Click **Cancel Session** to cancel your appointment request.

> **NOTE:** You'll only be able to cancel this way according to your clinician's cancellation policy. If you attempt to cancel too close to a session, or if they don't offer online cancellation, you'll receive a message to call their office to cancel.

Once your session is cancelled, you'll see this reflected on your **Appointments tab** in the Client Portal. Use this page to **check the status of your requests**, **cancel sessions**, or **schedule new ones**.

Congratulations!

You're now ready to start booking appointments in your Client Portal.