Client Portal - Activation Guide (1st Time Login)

Getting Going With Your Grow Therapy Portal.

Updated over a week ago

Table of contents ⌄

1. Locate Your Appointment Confirmation Email:

An appointment confirmation is sent to the email address you provided during the booking process. Go to the bottom of the email and click on the link titled **"Activate your Grow portal"** to be taken to an Instant Login page in your web browser. If the email isn't in your inbox, please check your spam/junk folders.

If you're unable to locate your confirmation email, please use this link to navigate directly to the "Instant Login" Page: **growtherapy.com/client-login**

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Hi John Genest,

You have a new appointment scheduled with Alan Ni test . You should have received a calendar invitation at this email address as well. If you have any questions, please contact andrew+providertest110@growtherapy.com.

Provider: Alan Ni test
Time: 08:00 PM, August 23, 2022 EDT (EST)
Location: Use meeting link below at appointment time

[Click to Join Meeting]

Rescheduling or Cancelling your Appointment: If you can no longer make your appointment, you can cancel and reschedule without charge provided we have at least 24 hours of advance notice. Otherwise, you will be charged a cancellation fee.
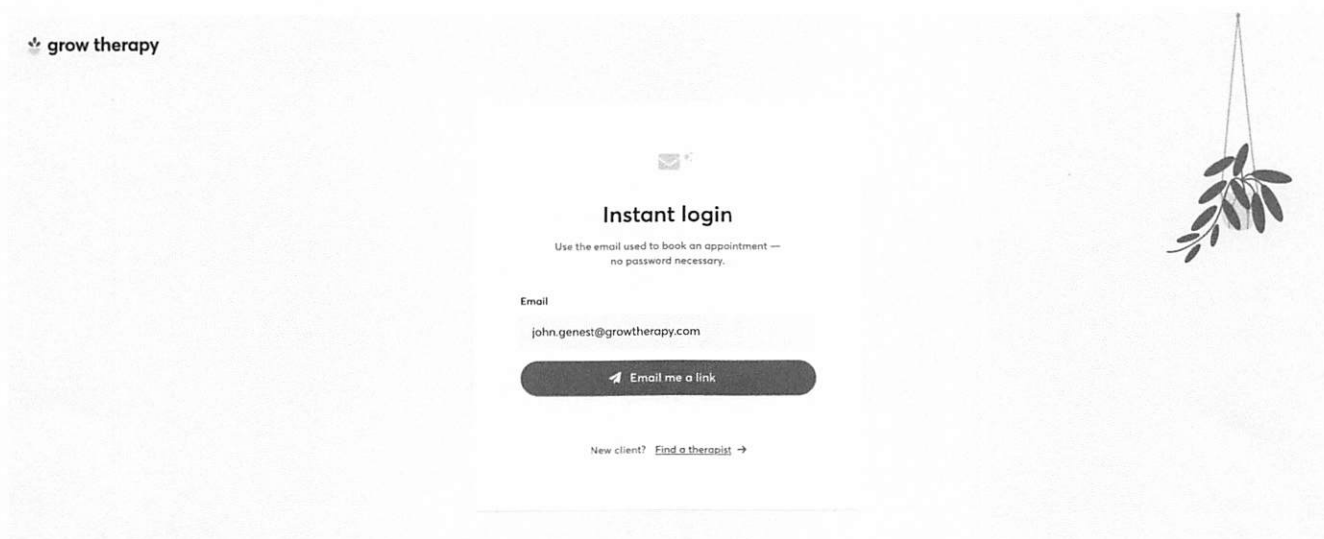
> You can now manage your bookings and payment information directly online.
> **Activate your Grow portal**

By attending your first appointment, you are agreeing to Grow Therapy's practice policies. Should you have questions on any of these policies, please email support@growtherapy.com.

2. Instant Login Page - Submit Your Email Address:

Upon reaching the "Instant Login" page, please enter the same email address you provided during the appointment booking process. Then click the **"Email me a link"** button to submit.

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Instant login

Use the email used to book an appointment —
no password necessary.

Email

john.genest@growtherapy.com

[✈ Email me a link]

New client? Find a therapist →

After successfully submitting the email address associated with your appointment booking, a confirmation message instructing you to check your email account for the "Instant Login" link will appear.

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**Your instant login link
is in your inbox**

If this email matches our records, an instant login link has
been sent to john.genest@growtherapy.com

Didn't get the link?
← Try again

New client? Find a therapist →

3. Your Email Account - Locate Your "Login Link" Email to Continue Sign In:

- The email from support@growtherapy.com is titled "Welcome to Grow Therapy."
- Click the orange **"Sign In To Grow Therapy"** button or the link below it to return to the client portal login page via your web browser.

Click and confirm that you want to sign in to Grow Therapy. This link will expire in three minutes.

SIGN IN TO GROW THERAPY

Or sign in using this link:

https://growtherapy.us.auth0.com/passwordless/verify_redirect?scope=openid%20email%20profile&response_type=code&redirect_uri=https%3A%2F%2Fgrowtherapy.com%2Fcallback&verification_code=662229&connection=email&client_id=1yqt8muGbCMRsPC6SFYxi0CoMTcFM9IO&email=john.genest%40growtherapy.com
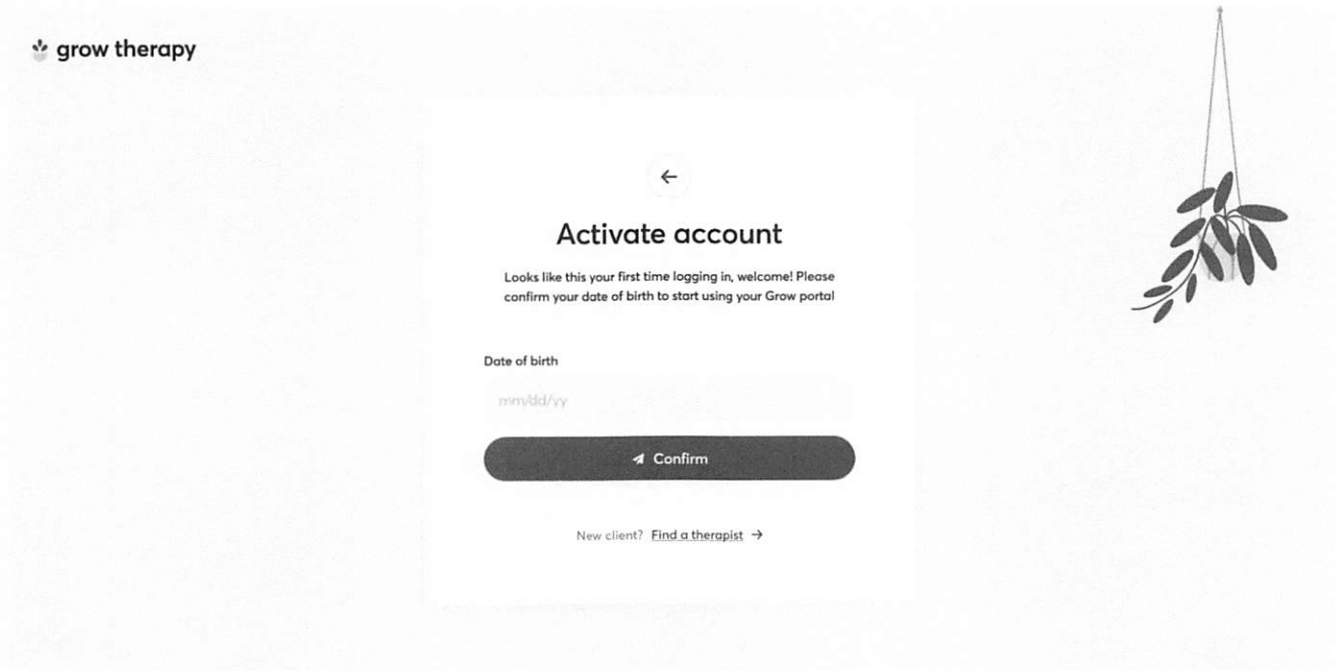
If you are having any issues with your account, please don't hesitate to contact us by replying to this mail.
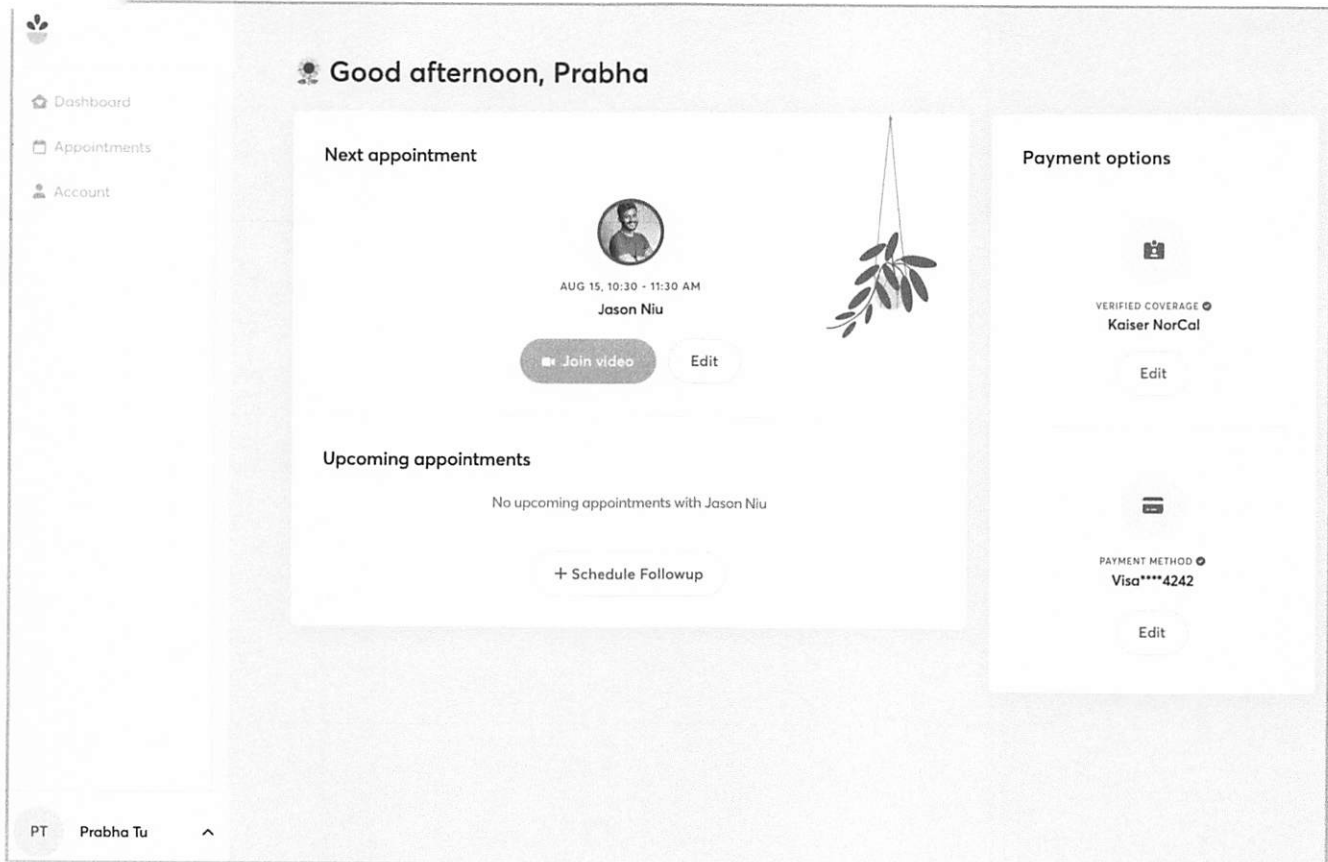
Thanks!
Grow Therapy

If you did not make this request, please contact us by replying to this mail.

4. Last Step - Confirm Your Date of Birth:

The last activation step involves entering your date of birth (*the same date as provided when booking your appointment*) and clicking the green "Confirm" button.

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←

Activate account

Looks like this your first time logging in, welcome! Please confirm your date of birth to start using your Grow portal

Date of birth

mm/dd/yy

◀ Confirm

New client? Find a therapist →

You will then be automatically taken to your Client Portal Dashboard page.

Client Portal Use Guide:

A comprehensive portal usage guide can be found here: **Client Portal - Use Guide**

Additional Help:

- Your client portal can also be accessed via: **growtherapy.com/client-login**
- For additional assistance, please email: **support@growtherapy.com**.

Thank you!

Related Articles

Overview of the provider portal	>
Manage your client referrals	>
Contact support	>

Accept Kaiser NorCal referrals   >

Grow Therapy Telehealth | FAQ   >

Did this answer your question?