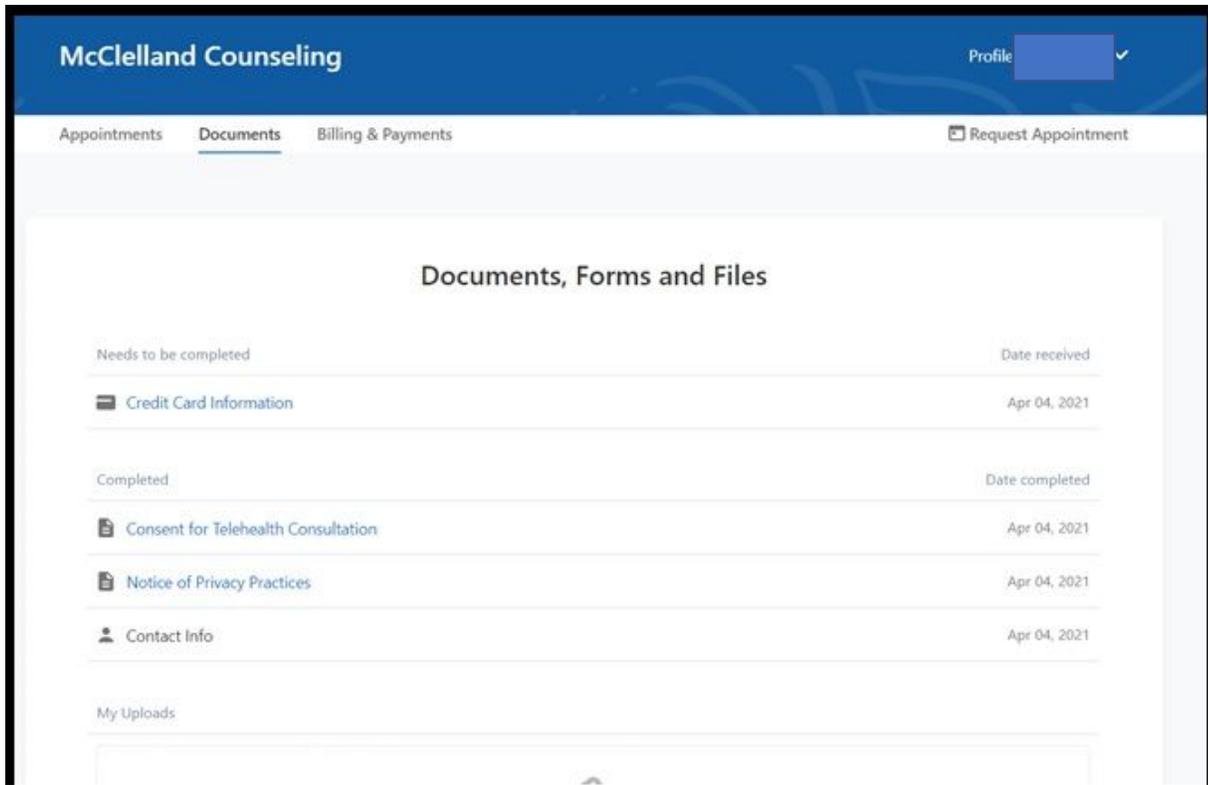


Scheduling/Re-Scheduling an Appointment on Client Portal

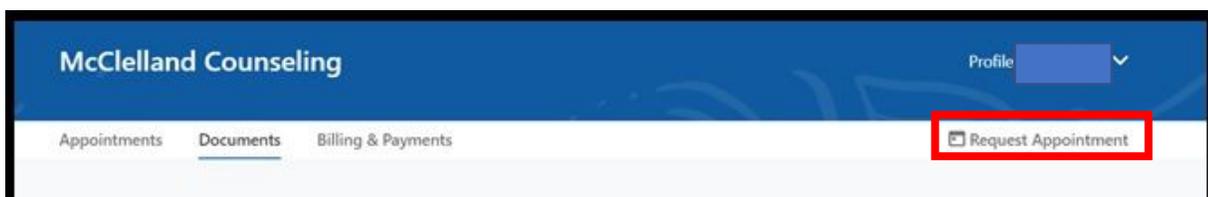
1. Log in to your Client Portal. If you do not have a link or cannot remember the information, please follow this site to request another link:

<https://mcclelland.clientsecure.me>

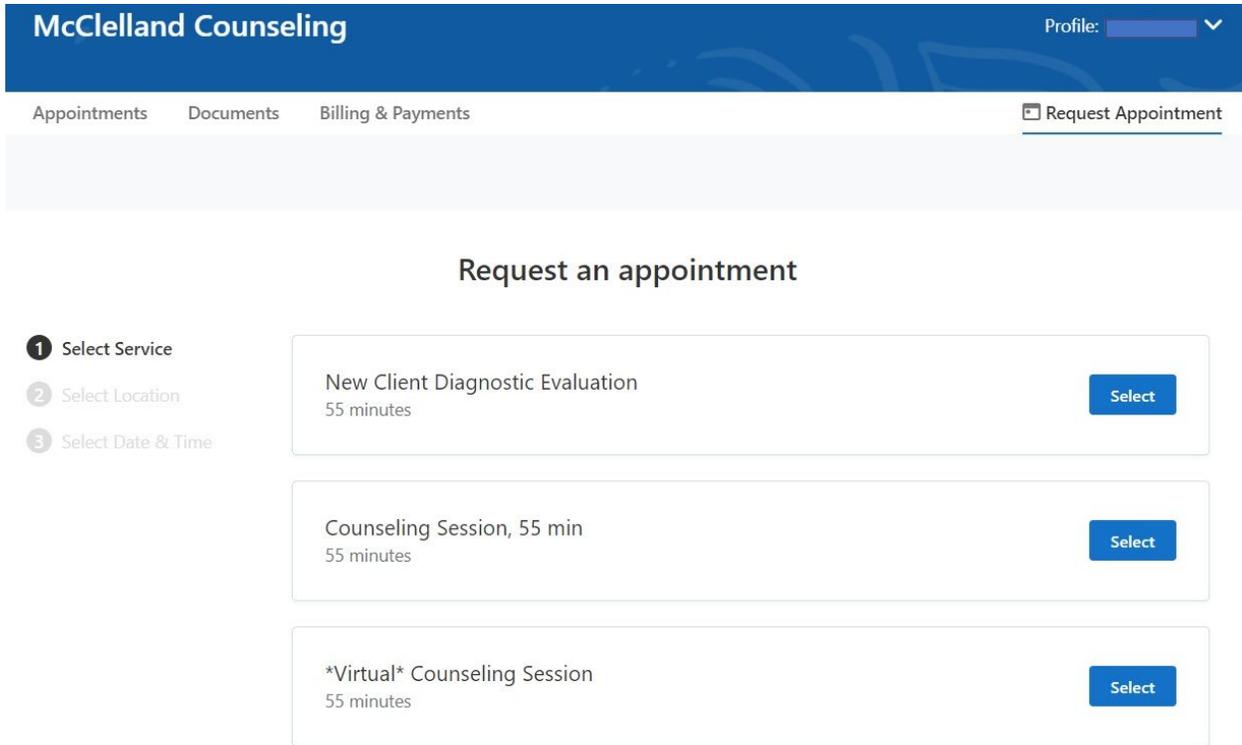
2. Once logged in, you will be taken to your Client Portal homepage that looks like this:



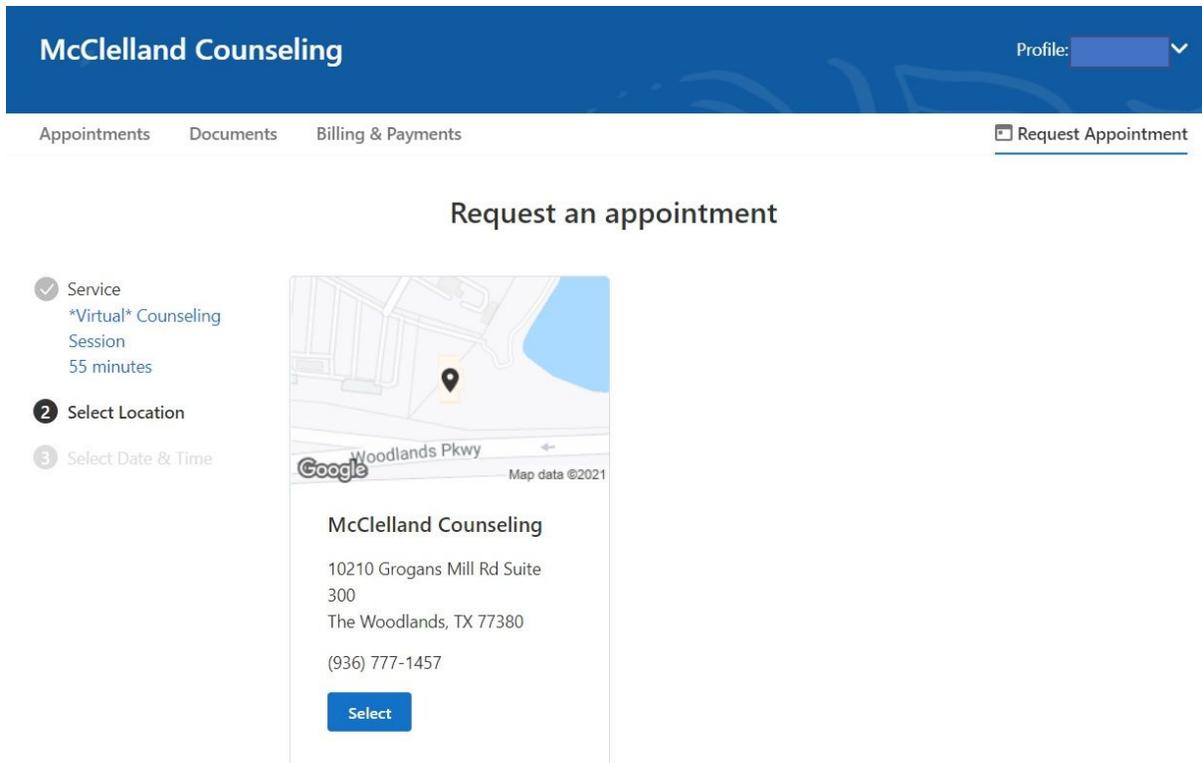
3. To request or reschedule an appointment, click on the “Request Appointment” button on the top right corner of the screen:



4. Once you click “Request Appointment” you will be taken to this screen:



5. Once you have decided on your session, either in person or virtual, click “Select” and you will be taken to this screen where you will choose “Select” for the office location, even if it is a virtual Telehealth session.



6. You will now be taken to a screen with a calendar. You can select your desired days to see what time slots are available for your appointment:

Appointments Documents Billing & Payments [Request Appointment](#)

Request an appointment

✓ Service
Counseling Session, 55 min
55 minutes

✓ Location
McClelland Counseling
10210 Grogans Mill Rd
Suite 300
The Woodlands, TX
77380
(936) 777-1457

3 Select Date & Time

May 2021

S	M	T	W	T	F	S
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	★ Today	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Availability on Mon, May 24, 2021
Viewing in CDT Change

Morning	Afternoon	Evening
11:00 AM	12:00 PM	4:00 PM
--	1:00 PM	5:00 PM
--	2:00 PM	--

Show availability for:

- Mornings Before 12pm
- Afternoons 12pm - 4pm
- Evenings After 4pm

7. Once you have found a day and time that works for you, click on the blue time slot and it will automatically request that appointment and be taken to this screen. Once I have approved your request, you will receive an e-mail to your account to confirm this appointment. ****Your appointment is not officially booked until you receive the follow up e-mail.****

McClelland Counseling Profile: ▼

Appointments Documents Billing & Payments [Request Appointment](#)

Thank you, Kate!

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

When
Mon, May 24, 2021
11:00 AM - 11:55 AM
CDT

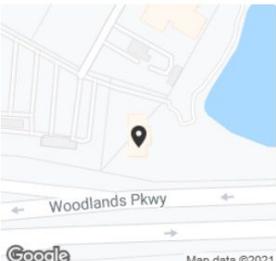
Where
McClelland Counseling
10210 Grogans Mill Rd Suite 300
The Woodlands, TX 77380
(936) 777-1457

With
Maureen McClelland

What
Counseling Session, 55 min

Add to Calendar

Google Apple Outlook



Cancel Appointment

8. To check on your upcoming appointments or appointment request status, click on the grey “Appointments” link in the top left corner of your screen. From here you can check on any upcoming appointments, check the status of requested appointments, as well as request any new appointments.

The screenshot shows the top navigation bar of the McClelland Counseling website. The bar is dark blue with the text "McClelland Counseling" on the left and "Profile:" with a dropdown arrow on the right. Below the bar, there are three menu items: "Appointments" (highlighted with a red box), "Documents", and "Billing & Payments". On the right side of the page, there is a "Request Appointment" button. The main heading "Appointments" is centered below the navigation bar. At the bottom of this section, there is a "New appointment?" link and a blue "Request Now" button.

Upcoming Requested

! Requested appointments are still pending approval
You will be notified when an appointment has been confirmed.

The screenshot shows a "Pending" appointment card. The card has a yellow "Pending" label at the top. The appointment details are: "May 24, 2021", "11:00 AM—11:55 AM CDT", "Maureen McClelland", and "10210 Grogans Mill Rd Suite 300, The Woodlands, TX 77380". There are "Add to Calendar" and "Cancel" buttons. To the right of the text is a map showing the location on Woodlands Pkwy. The map includes the Google logo and "Map data ©2021".

This screenshot is identical to the one above, showing the top navigation bar and header of the McClelland Counseling website. The "Appointments" link is highlighted with a red box.

Appointments

New appointment? [Request Now](#)

Upcoming Requested

The screenshot shows a "Cancelled" appointment card. The card has a red "Cancelled" label at the top. The appointment details are: "May 24, 2021", "11:00 AM—11:55 AM CDT", "Maureen McClelland", and "10210 Grogans Mill Rd Suite 300, The Woodlands, TX 77380". To the right of the text is a map showing the location on Woodlands Pkwy. The map includes the Google logo and "Map data ©2021".

9. If you wish to cancel or reschedule an appointment, you may do so by clicking the “Cancel” button on the bottom left of your Upcoming or Request Appointment. To reschedule follow the steps again to pick a new time. ****Please remember cancellation and no show fees still apply if cancelled less than 24 hours in advanced.****

Upcoming Requested

! Requested appointments are still pending approval
You will be notified when an appointment has been confirmed.

Pending

May 24, 2021
11:00 AM—11:55 AM CDT

 Maureen McClelland

 10210 Grogans Mill Rd Suite 300
The Woodlands, TX 77380

[Add to Calendar](#)



Woodlands Pkwy

Google Map data ©2021