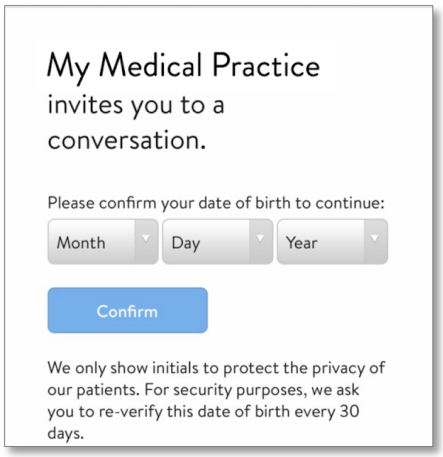
Access your Klara Account (Patient)

In this guide, you will learn how to access your Klara account. There are a few ways to access your Klara account as a patient. After accessing your account, you can send messages to and view messages from your provider's office.

Respond to a Message from Your Provider

1. When you receive a text from your healthcare provider on Klara, click the link in the text message.

2. Enter your date of birth on the confirmation screen. Tap **Confirm.**



Note: For security purposes, you may need to re-verify your date of birth occasionally.

You will be logged in to Klara, where you can see the message from your provider and respond.

Log in using your Web Browser

1. From any desktop or mobile browser, navigate to patient.klara.com.

2. Enter your cell phone number.

3. After entering your number, you will receive a four-digit verification code via text. Enter the code to confirm you are using the device.

4. Enter your date of birth on the confirmation screen. Tap *Confirm.*

Note: For security purposes, you may need to re-verify your date of birth occasionally.

You will be logged in to Klara, where you can message your provider and view any previous messages in the conversation.

Log in using the Klara Mobile App

1. Download the Klara Mobile App for Android or for Apple, then open the app.

2. Select "I am patient/guardian" then enter your cell phone number.

3. After entering your number, you will receive a four-digit verification code via text. Enter the code to confirm you are using the device.

You will be logged in to Klara, where you can view and select from providers who have you added as a patient in Klara and open any unread messages.

4. Select a provider or an unread message, then enter your date of birth on the confirmation screen. Tap *Confirm.*

You will now be able to message the provider and/or view any unread messages.

Note: For security purposes, you may need to re-verify your date of birth occasionally.

Log in using the Klara Web Messenger*

1. From any desktop or mobile browser, navigate to the practice's website.

2. Select the chat widget and click *Send us a message*.

3. Enter your cell phone number

4. After entering your number, you will receive a four-digit verification code via text. Enter the code to confirm you are using the device.

5. Select the patient you would like to communicate about, then enter their date of birth on the confirmation screen. Tap *Confirm.*

You will be logged in to Klara, where you can message your provider and view any previous messages in the conversation.

Note: For security purposes, you may need to re-verify your date of birth occasionally.

*This method is only available if your provider has configured the Klara Web Messenger on their website.

Troubleshoot your Date of Birth

If you receive an error screen stating that your date of birth (DOB) does not match, you either entered an incorrect DOB, or your provider has a different DOB on file.

- If you think you entered the DOB incorrectly, tap **Retry** and enter your DOB again.



Note: If you enter the DOB incorrectly three times, you will be locked out of your account for 60 minutes.

- If entering your DOB does not work, it is likely that your provider has the wrong DOB on file. In this case, enter your details and tap **Submit.**

After you submit your information, Klara will notify your provider's office that they have the incorrect date of birth on file. After your provider updates your record, you will receive a text alert. Then, you can start sending and receiving messages through Klara.