I can’t log in to my account

In this guide, you will learn how to troubleshoot common issues with logging into your Klara account as a patient.

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If you’re having trouble with accessing your account, please make sure to try the following first:

- **I’m not receiving the verification code**

- If you're not receiving the 4-digit code via text message then your phone number is most likely wrong. Please make sure that you entered your phone number correctly, and it's the same you already received text message from Klara before
- If you’ve confirmed the phone number and still aren’t receiving the verification code, the 5-digit verification number may be blocked. Please unblock the 5-digit verification number and try again.

- **The verification code isn’t accepted**

- For security purposes the 4-digit code is only valid for 10 minutes. If you've requested a code earlier, please make sure to simply repeat the login process to get a brand new code.

- **I can’t log in from any device**

- It's always a good idea to double check if the same issue persists on another device. Please try to log in from your computer, laptop, or another smartphone by going to patient.klara.com.

I still need help!

If you’ve tried the above steps with no luck, reach out to us at support@klara.com to get help from our team. We’re very sorry for your inconvenience.