Not receiving verification code

In this guide, you will learn how to troubleshoot common issues with not receiving the verification code to access your Klara account as a patient.

I'm not receiving my verification code when requesting it

If you're having trouble with receiving your verification code, please make sure to try the following first:

- **Confirm your phone number is correct**

- If you're not receiving the 4-digit code via SMS, it's likely due to an incorrect phone number. Ensure you've entered it correctly, especially if you've previously received texts from Klara.

If you've confirmed the phone number and still aren't receiving the verification code, the 5-digit verification number may be blocked. Please follow these steps to unblock the number:

- **Steps for iPhone Users**

1. On the Home Screen, select Settings.
2. Within Settings, select Messages.
3. Under SMS/MMS, select Blocked.
4. Select Edit.
5. Select the (-) sign beside the 5-digit verification number on the blocked list and choose unblocked.
6. Select Done.

- **Steps for Android Users**

1. On the Home Screen, select the Phone icon.
2. Tap Menu (this is the 3 vertical dots in the upper right hand of your screen).
3. Select *Settings.*
4. Select *Block Numbers*. You will be able to see all the blocked numbers on the screen.
5. Select the number that you wish to unblock by tapping the minus (-) sign beside it.

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.