

Accessing your Klara Account

How to log in to your Klara account for the first time.

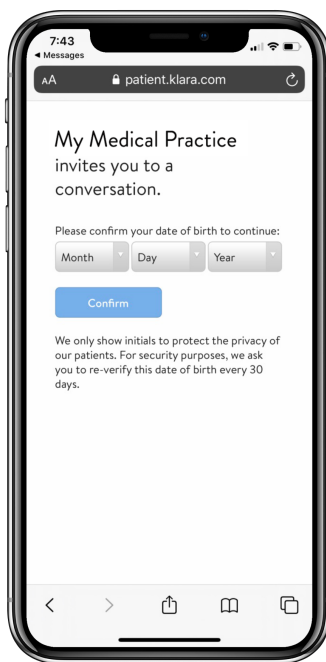
There are a few ways to get started with Klara as a patient. Here's what you can expect, depending on how you're accessing Klara for the first time.

Responding to a message from your provider's office:

Note: If you are communicating with your provider as the guardian of a patient, please see [this guide](#) on how to access Klara.

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

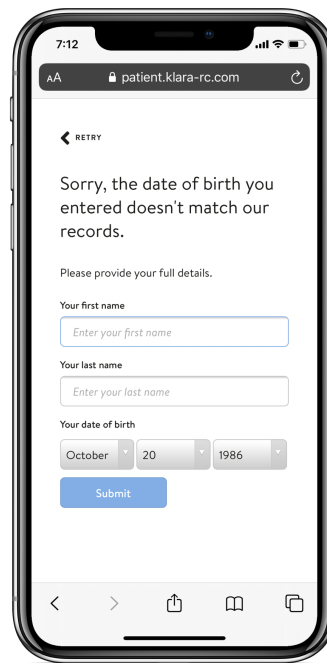
2) You will be brought to this screen, where you'll enter your date of birth. This is to verify your identity. *(Note: You only have to enter your date of birth the first time you log in, as well as once every 30 days, so we can keep your account secure).*



3) When you put in your date of birth, click *Confirm*, and then you'll be brought into Klara (where you'll see the message from your healthcare provider).

Note: If you see this screen below, it means that either:

- a) You entered the incorrect DOB by accident. If you think this is the case, please retry by clicking *RETRY* on the top left of your screen. (You'll have two times to retry before your account is locked for 60 minutes. If your account is locked, this probably means that your provider's office has a different DOB on file for you. At this point, you should wait for your provider to update your DOB on their side. You'll be notified by text when this is complete).
- b) Your provider's office has a different date of birth on file for you. Provide your information and they'll verify the information on their end.

A screenshot of a mobile application interface. At the top, the status bar shows the time 7:12 and signal strength. The browser address bar displays 'patient.klara-rc.com'. The main content area has a back arrow and the word 'RETRY' in the top left. Below this, a message reads: 'Sorry, the date of birth you entered doesn't match our records.' followed by 'Please provide your full details.' There are three input fields: 'Your first name' with placeholder text 'Enter your first name', 'Your last name' with placeholder text 'Enter your last name', and 'Your date of birth' which includes dropdown menus for the month (currently 'October'), day (currently '20'), and year (currently '1986'). A blue 'Submit' button is located below the date of birth field. At the bottom of the screen, there is a navigation bar with icons for back, forward, home, and other functions.

Once you submit your information, Klara will notify your provider's office that they have the incorrect date of birth on file. Once your provider updates your record, you'll be notified via text. Then, you can start sending and receiving messages through Klara!

Reach out using the web messenger on the practice's website

1) When you visit the practice's website, you see a blue "Message us" chat bubble in the bottom right corner. Click the "Message us" button.

2) Enter your cell phone number.

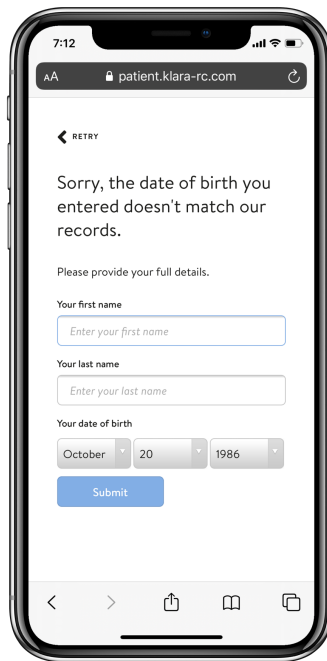
3) After entering your number, you'll be texted a 4 digit verification code to confirm you're using this device.

4) After entering this verification code, you'll be asked to enter your date of birth. This is to verify your identify. *(Note: You only have to enter your date of birth the first time you log in, as well as once every 30 days, so we can keep your account secure).*

Note: If you see this screen below, it means that either:

a) You entered the incorrect DOB by accident. If you think this is the case, please retry. (You will have two more times to retry before you are unable to access your account).

b) Your provider's office has a different date of birth on file for you. Provide your information and they'll verify the information on their end.



Once you submit your information, Klara will notify your provider's office that they have the incorrect date of birth on file. Once your provider updates your record, you'll be notified via text. Then, you can start sending and receiving messages through Klara!