



We're using Klara because it's a smart, easy, and secure way to communicate with our patients (or their guardians, in your case!). Please follow these instructions to start texting with our practice about your child's care!

## Step #1

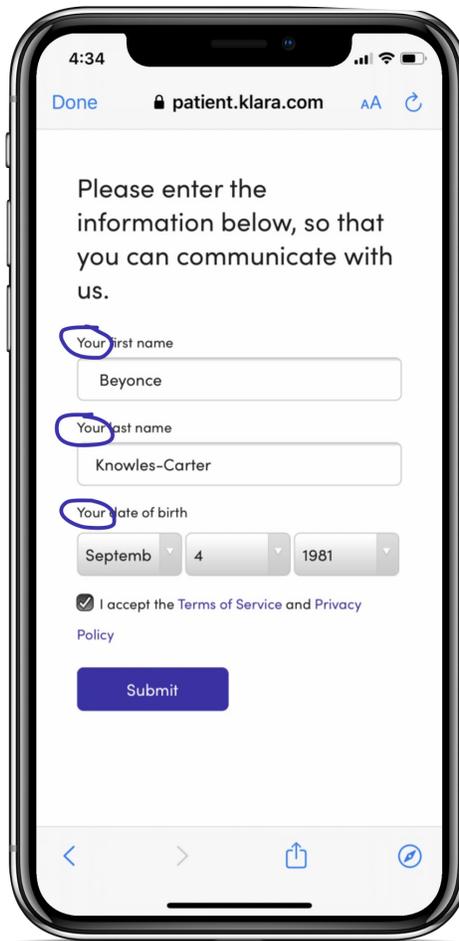
Look out for a text from our practice and click the link to reply.

## Step #2

You'll be brought to a browser and asked to enter your own first name, last name, and date of birth. Please do not enter the name or DOB of your child on this screen (you'll do that later!). Accept the Terms of Service and Privacy Policy. Click "Submit."

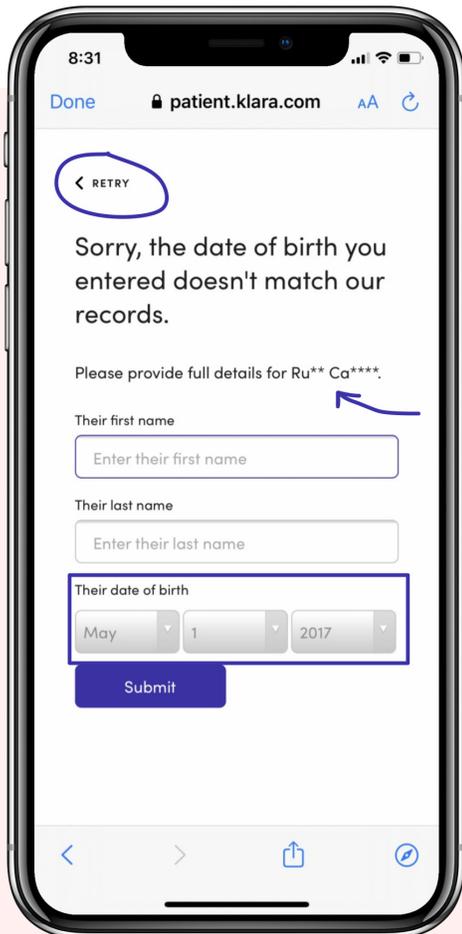
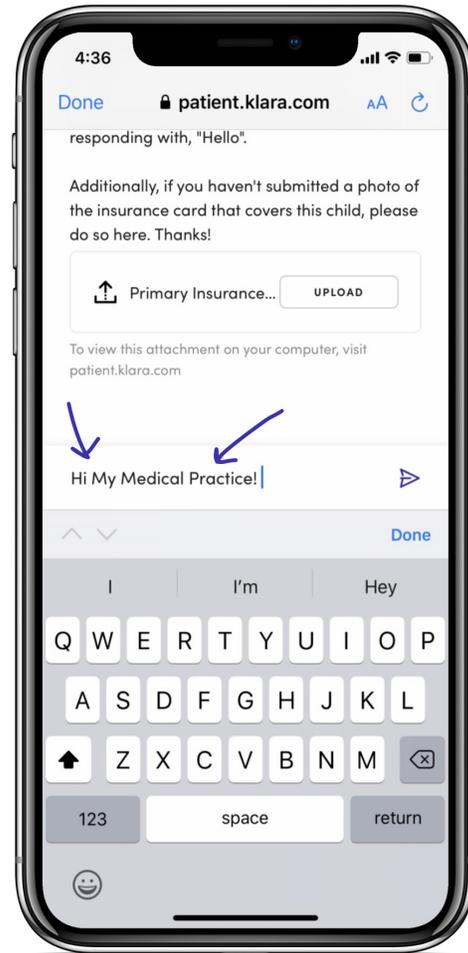
## Step #3

Enter the child's DOB and click "Confirm." If you have multiple children who visit this practice, you'll know which child's DOB to enter by looking at their initials on the screen.



# That's all!

If the patient's DOB you entered matches what we have stored on our end, you'll be brought to the conversation and can start messaging us!



## Failed verification?

If the DOB verification fails, check the DOB that you entered (listed in gray just above the "Submit" button). Also check the patient's name to make sure the DOB you entered matches that child. If you think you made a mistake, click "RETRY" and enter the DOB correctly.

If the DOB and the child's name match, you should enter the child's first name and last name and click "Submit." We'll be notified that you can't access Klara, and will update the child's account with the information you provided. We'll reach out to you if we need further information, or to let you know that everything has been verified. Please give us a call if you need to speak with us immediately!