

# Customer Support Policy

## Support hours of operation and step-by-step instructions

### Hours of Operation:

Mon-Fri, 5am-4pm (Pacific Time), excluding national holidays.

### Scheduled Maintenance:

Scheduled maintenance may occur between 7pm-4am (Pacific Time), during weekends and holidays or with 24 hour notice.

### How to Get Software Support for Kareo Clinical, Kareo Billing, and Kareo Marketing (including Kareo DoctorBase):

**Step 1:** Visit the [Kareo Help Center](#) to access how-to articles, video tutorials, feature guides, FAQs, the community forum and more.

If you cannot find your answer in the [Kareo Help Center](#), choose one of the following options to contact Kareo customer Support:

**Step 2:**

- Email your questions using the web form here: [Submit a Support Case](#)
- Chat online using [live chat](#).
- Call 1-888-775-2736

### How to Get Support For Kareo Billing Services:

**Step 1:** If you have your biller's direct contact information, please contact them directly.

**Step 2:**

If you do not have your biller's direct contact information, call the Kareo Billing Service customer service line at **855-689-8166**.