

Welcome to Kaiku Health!

Reporting the changes in your well-being at Kaiku Health is a vital part of your treatment and follow-up. You can use Kaiku Health on all the devices with Internet connection.

Contact your care team to request an invitation to the service.

Registering

After you have been added to the service you will receive an email invitation with the link you need for registering. The link will direct you to a page where you can add information about yourself, such as your address and date of birth. Your phone number is required in case you forget your password. We use SMS verification to renew passwords.

Didn't receive an invitation?

Please check your spam folder – sometimes our messages may end up in the wrong place due to efficient spam filters. If you have not received an invitation, please contact your care team so they can send you a new one.

Forgot your password?

Don't worry! You can order a new password on the log in –page <https://kaiku.docrates.com/> by clicking the "Forgot your password?" link. You will be asked to type in your email address. Do so, and click "Proceed". A link for changing your password has now been emailed to you. Follow the email instructions.

You will be asked to verify your identity with a SMS code. Click the link that says "Send verification code via SMS". You will receive a six-character message on your phone. Insert the message in the field that asks for a code and click "Verify". You will move on to the last step, in which you can choose yourself a new password.

If you did not receive a text message, you can request a new one after 60 seconds have passed by clicking "Resend verification code". If you still do not receive a text message, please contact technical support <support+docrates@kaikuhealth.com>.

Hint! Add a Kaiku Health shortcut to the home screen of your phone and tablet.

iOS (iPhone / iPad)

Open Safari and go to <https://kaiku.docrates.com/>. In the middle of the dock bar is a square with an arrow pointing up. Click on that, and select "Add to Home screen".

Android (e.g. Samsung, Huawei, HTC, new Nokia devices)

Open Chrome and go to <https://kaiku.docrates.com/>. There are three dots on the upper right. Click on that, and select "Add to Home screen" from the list.

Windows phone (e.g. Lumia)

Open Internet Explorer and go to <https://kaiku.docrates.com/>. Click the icon with three dots. From the list, select "Pin to start".

If needed, our technical support will assist you with the shortcut <support+docrates@kaikuhealth.com>.