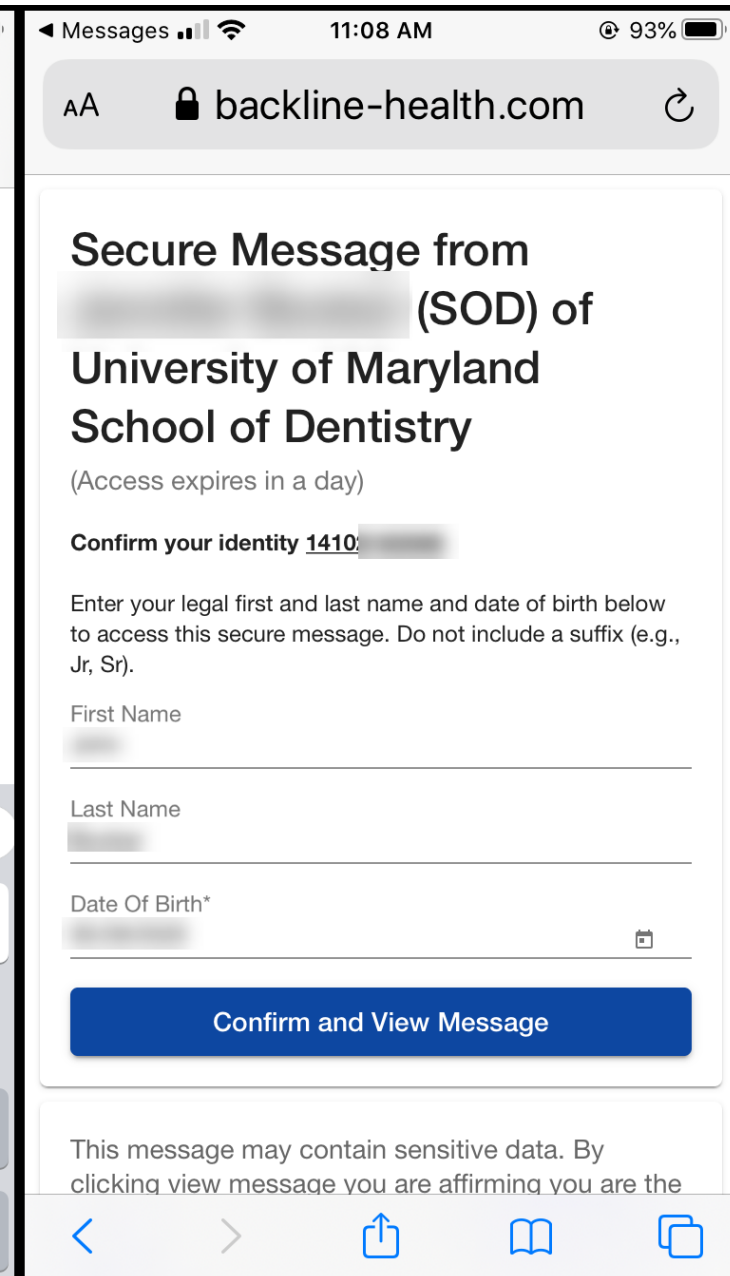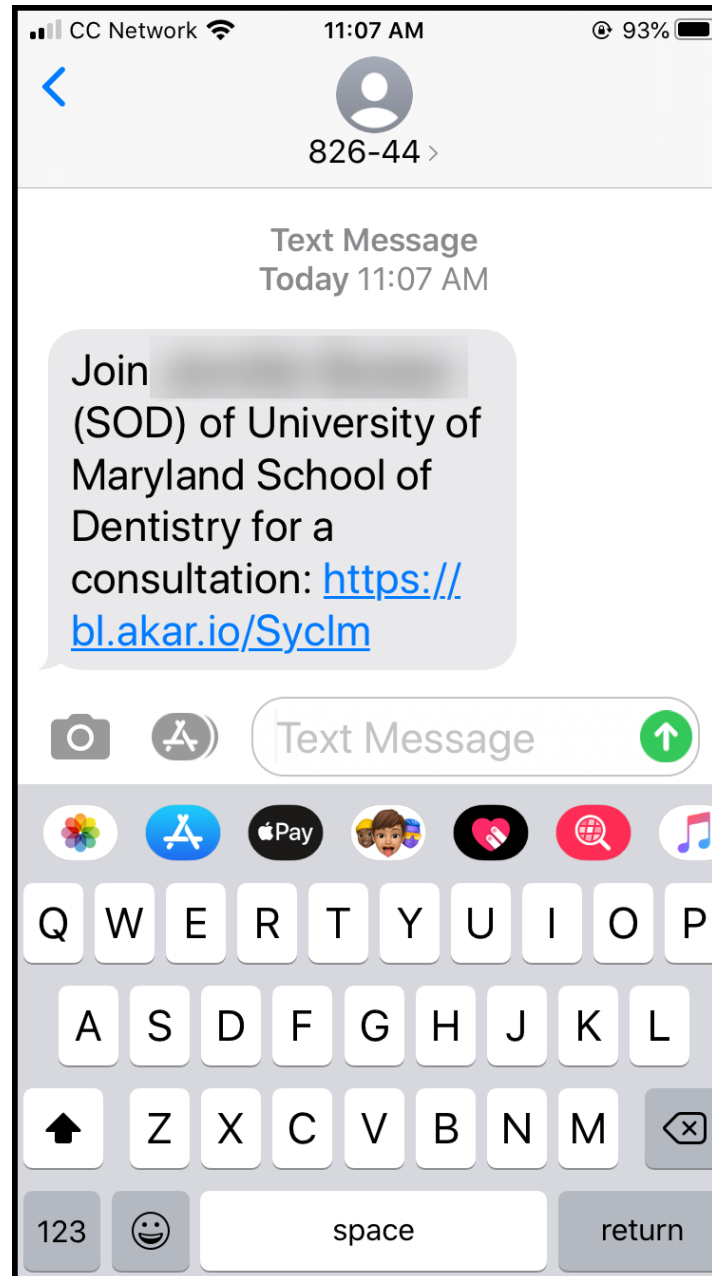Backline is a HIPAA-compliant, secure communication tool that allows you to chat with your Provider to stay informed and engaged throughout the care process.

Initial Text Message Received

You will receive an SMS message with the name of your provider and the University of Maryland School of Dentistry with a web link.

- **Click on the link**, to access the Backline web portal through your phone.
- Input **first and last name and DOB** (must match our records)
- Click **Confirm and View Message**.

Begin Chat with Provider

- You can now begin to chat directly with your provider.

- Each message has a time and date stamp showing when the message was read by your provider.