

# DrChrono Support PIN

07/24/2024 2:10 pm EDT

## Now Available!

We're thrilled to announce a more secure identity-proofing process and a smoother and more efficient support experience! Beginning on **May 23, 2024**, we'll introduce Support PINs for contacting our support team.

When you reach out to DrChrono's customer support, you will be required to provide a 4-digit numeric Personal Identification Number (PIN) for account identity verification purposes. Our support staff will use this PIN to confirm the identity of our customers who contact us for support via phone call, ticket, or email.

Stay tuned for further updates in our [release notes](#) and [changelog](#) announcements.

## Why do I need a Support PIN?

We have introduced this requirement to comply with the Health Insurance Portability and Accountability Act (HIPAA), which mandates the implementation of a mechanism to validate the identity of anyone given access to Protected Health Information (PHI). This ensures that only authorized individuals can view this sensitive information.

Using a support PIN is more secure than other identity validation methods, such as security questions that malicious actors can easily obtain through social media and other public sources. It enables us to confirm that the person requesting support is indeed who they claim to be and that they have the necessary authorization to access the account and the associated PHI (and potentially represent the account owner) regarding the requested support.

## How do I find my Support PIN?

Locating and managing your Support PIN is a straightforward process. Upon signing up for DrChrono, a Support PIN will be automatically generated for you. To find it, navigate to the Account section and select Account Settings (or Staff Account Information if you are not a provider). In the Profile section, you'll find a field labeled Support PIN containing your 4-digit numeric PIN for account identity verification. To change your Support PIN, click 'Generate New PIN,' and a new one will be created for you.

To avoid any confusion, there is also a **DrChrono App Unlock PIN**. This is not your Support PIN; instead, this is used to unlock your iOS devices with the subtitle: *4-digit numeric PIN for unlocking the mobile EHR app from inactivity*.

## Provider Account View in Account Settings:

# Account Settings

- Profile
- General
- Email
- Medical Billing
- eRx Info
- Services
- Usage
- Sample Data
- Security
- Patient Payments

Doctor ID  
Practice Group ID

First Name  Changing your name can affect drug prescriptions & clinical notes. If you need to change your name, please contact DrChrono support for more details.

Last Name

Specialty  +

Job Title

Timezone

Salutation

Suffix

Website

Home Phone

Office Phone

Cell Phone

Password  [Change Password](#)

DrChrono App Unlock PIN  [View/Edit](#) 4-digit numeric PIN for unlocking the mobile EHR app from inactivity.

**Support PIN  [View](#) [Generate New PIN](#) 4-digit numeric PIN for account identity verification when you contact customer support.**

Current Plan [Employee](#)

## Profile Images ?

- Profile Picture  No file chosen Will be attached to patient emails
- Practice Business Logo  No file chosen Will be attached to emails & official forms
- Display logo on faxes  Display business logo on fax cover sheet

## Staff Account View in Staff Account Information:

## Staff Account Information

First name **Dori**

Last name

Email address

Username **dori**

Home phone

Cell phone

DrChrono App Unlock  
PIN

....

View/Edit

Support PIN

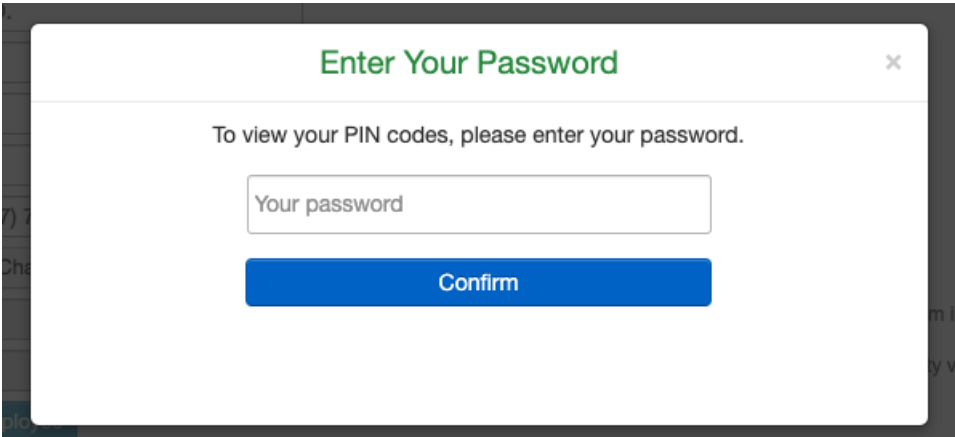
....

View

Generate New PIN

 Save staff account

To view your Support PIN, click "View." You'll then be prompted to enter your password to view your PIN. After entering your password, select "Confirm" to view your Support PIN.



**Enter Your Password** ×

To view your PIN codes, please enter your password.

Your password

Confirm

### How do I use my Support PIN?

If you need to contact DrChrono's customer support via phone, email, or ticket, you will need to provide a 4-digit numeric Personal Identification Number (PIN) to verify your account identity. The support representative will ask for your PIN before helping you with your support request. Please be aware that once our support PIN is

successfully validated, a new PIN will be generated in your Account Settings.

Users can view when their support PIN has been viewed, validated, and generated in the audit log.

Schedule Clinical Patients Reports Billing Account Marketplace Help Search U [envelope icon] [hamburger icon] [plus icon]

### Audit Log Report

Patient's Name [dropdown] Username [input] Account [dropdown] 03/12/2024 03/19/2024 [Update Filter] View Last: Day Week Month Year

Export to File [button] PAGE 1

Date	Time	Patient	User	Type	Action	Details	IP
03/18/2024	05:06:19 PM EDT		496094 (dorothy Ludwig)	Account	Not specified	Successful validation of Support PIN for user dorothy Ludwig	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:06:05 PM EDT			Account	Update	Generated New PIN for user dorothy Ludwig	None
03/18/2024	05:05:58 PM EDT		496094 (dorothy Ludwig)	Account	Not specified	Support PIN viewed for user dorothy Ludwig	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:03:44 PM EDT		496094 (dorothy Ludwig)	Account	Not specified	Unsuccessful validation of Support PIN for user dorothy Ludwig	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:03:30 PM EDT		496094 (dorothy Ludwig)	Account	Not specified	Support PIN viewed for user dorothy Ludwig	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:03:22 PM EDT		496094 (dorothy Ludwig)	Account	Not specified	Support PIN viewed for user dorothy Ludwig	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:02:54 PM EDT		496094 (dorothy Ludwig)	Account	Not specified	Support PIN viewed for user dorothy Ludwig	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204