

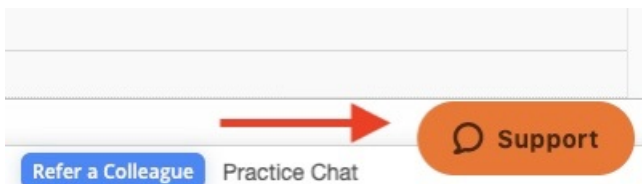
Live Chat Support

07/24/2024 6:30 pm EDT

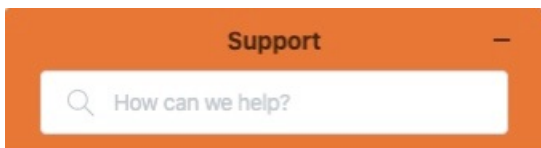
Accessing Live Chat

The chat widget currently lives on every web page in the DrChrono platform. Chat is now available Monday - Friday from 8 am - 6 pm EST/ 5 am - 3 pm PST.

On the bottom right corner of either the dashboard or calendar page, you will see the orange chat widget titled **Support**.



Clicking **Support** will open up the chat widget. Here you have the option to search our Help Center for articles, or you can start a chat with someone from our Support team by clicking on the **Live Chat** button. Please note that the Live Chat button will only be available during our chat operating hours.



Top suggestions

1. [Printing Calendar Appointments](#)
2. Bulk Appointments
3. Import Appointments from external file



The chat form will appear so that you can actively chat with a member of our Support team. We ask that you include as much information as possible and select either billing or non-billing for the department so that your chat can be addressed more quickly.

← **Get Help** —

Thanks for reaching out to DrChrono support.
Let us know how we can help you today!

Name

Email


Choose a department (optional)

Message (optional)

zendesk Start chat

Once the form is submitted, the chat will open and let you know once an agent has joined the chat. **We recommend expanding the chat window to a separate tab by clicking the arrow in the top right corner of the widget so that you can continue your chat while navigating through other pages of the platform.**

← **Get Help** ↗ —

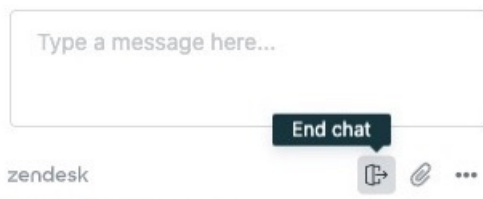
 **Sathya**
DrChrono Customer
Success 👍 👎

✓ Hello! How can I remove a patient chart?

Chat started
Sathya joined the chat

zendesk 📄 📎 ⋮

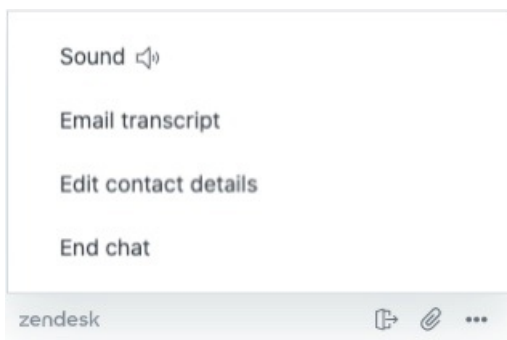
There are three important features to note at the bottom of the message box; the End chat option, the paperclip, and the "..." ellipsis.



We recommend using the **End Chat** option when an agent has successfully helped resolve your issue or given you the answer to your question. This will help ensure the chat is closed.

The paperclip option gives you the ability to attach screenshots for the chat agent to better understand the issue or question you may have.

By selecting the "..." ellipsis, additional options are offered. From here, you can adjust the sound notifications, email a copy of the chat transcript for reference, edit your contact details, and end the chat.



If End Chat is selected, you will be asked again if you want to end the chat. You can end the chat by selecting the orange **End** button.

Are you sure you want to end this chat?



If an agent has successfully resolved your problem or answered your question, they will prompt you to rate your chat experience.



There may be situations where an agent needs to investigate the issue further or escalate accordingly. If this needs to occur, the agent will inform you that the chat will be transitioned to a ticket where they will follow up with additional information.

The chat widget will be available 24/7; however, during non-chat hours, we provide the option to **Leave us a message**. Clicking the message button will create a support ticket for our team to address during our regular business hours Monday- Friday 8 am - 8 pm EST/ 5 am - 5 pm PST.

Note: If chat volumes are too high, chat support will be temporarily disabled. However, [Tickets](#) can still be

submitted.

Support —

Top suggestions

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Leave us a message

If you have further questions, check out our [Live Chat FAQ sheet](#).
