How do I submit a support ticket?

07/24/2024 4:25 pm EDT

We have made contacting our support team easier than ever!

There are multiple ways to get in touch with us. You can also search our help center for an article/video to answer your questions. This article will cover where you can submit tickets and view and track the tickets you have submitted.

Here are all of the places you can submit a support ticket:

- Our Help Center
- In DrChrono
- On the iPad EHR

Contacting Support through the Support Webpage

1. Please visit: drchrono.com/help and fill out the pertinent information.

DrChrono Customer Success > Submit a request

Submit a request

Your email address

drchrono username

drchrono username

Telephone Number

Telephone Number

Device / Product / Service

-

Support Category

-

Please select the category most appropriate for your request.

Subject

2. As you begin typing into the **Subject** field, our smart search will appear and suggest articles that match what you are searching for as seen here.

Submit a request

Your email address

Choose a Department

-

Please choose a department so we can get better assist you.

Subject

ticket

Suggested articles

How do I submit a support ticket?

Live Chat FAQs

How do I get help as a DrChrono user?

Live Chat Support

How do I resubscribe a patient's email address?

2022 CPT, ICD-10, and HCPCS code updates

3. You can either access an article to answer your question or if no articles match what you're looking for click **Submit**. If need be, you also have the option to attach a file to provide a visual of what is going on.

Description

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Please enter the details of your request. A member of our support staff will respond as soon as possible. Please include steps to reproduce your issue. This will help our agents answer your question more quickly.

Example Data (optional)

Sample Data that might help us resolve your request. Chart ID, Claim ID, Appointment Date/Time, etc.

Attachments (optional)

Add file or drop files here



Contacting Support inside of DrChrono (Web)

There are a couple of ways to submit a ticket on the web.

1. Go to Help > Support Center.

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Sc	hedu	le	Clir	nical	F	Patient	s Repoi	rts Billing	g Account	Marketplace	Help	\$ X
0	Ма	ır	~	2022	~	0	+ Event	🗂 Today	2 Refresh	🖶 Print Appts	HELP Suppo	ort Center
Su	Мо	Tu	We	Th	Fr	Sa		Sun 3/	/20 🗙	Mon 3/21		ng Videos Live Demos
27	28	1	2	3	4	5					Featu	re Updates
6	7	8	9	10	11	12	-					
13	14	15	16	17	18	19						
20	21	22	23	24	25	26	12:00pm					
27	28	29	30	31	1	2						

2. Now you'll be redirected to our Support Page. Click **Submit a request** and follow the steps above.

		Sub	mit a request
dr chrono		Submit a request Sign in	
Q Search			
Customer Support	My Account	DrChrono EHR Web	
Form Building	Medical Billing	OnPatient	
DrChrono EHR Mobile iPad	DrChrono EHR Mobile iPhone	DrChrono Check-In	
Troubleshooting	Video Tutorials	ePrescribing	

--OR--

1. Click on the **Support** button in the lower right. From here, you can search for a topic or start a Live Chat session.

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Contacting Support via the iPad EHR app

1. Tap on Account in the bottom right corner of the screen.

M Wed Jan 13				२ 85%
rs Today _v	Ç			Q -
earch Appointment		Jenny (Jen) Harris (Female	40 02/11/1980) 🗸	(
3/2021 Wed		This is a sample patient. To turn off	sample patients, go to the Account tab.	
Jenny (Jen) Harris	Exam 1	Appointment Options Super B	ill Vitals	Start Visit
	EXam 1	Appointment Details		
		01/13 11:00AM, 10 minutes		
		Appointment profile None Selected	Appointment Status History None Selected	
		Office Primary Office	Exam Room Exam 1	
		Provider James Smith	Billing Type ICD-10	
		Billing Details		
		Payment profile Cash	Billing Status None Selected	
		Co-Pay \$20.00	Total Payment Add History \$0.00	
		Patient Flags (1)	Neede prior au	View A
			Needs pror au	
		CDS Matches (2) 1. Mammogram screening for all women aged 40 2. Adult Immunization Schedule Age: 27-49)-74	View A
de chrono		Vitals		View
dr chrono		Temperature Pulse	Blood Pressure Re	spiratory Rate
Dashboard		Temperature Pulse		Account

2. Once there, tap on **Help** on the left side.

10:14 AM Wed Jan 13		२ 86% 🔲
Account	Setti	ngs
🔅 Settings	SAMPLE DATA	
	Turn on Sample Data	☐ Turn off Sample Data
Practice Chat 3	SECURITY	
Medical Forms Library	Disable 4-digit PIN Protection	
Meaningful Use Report	View Your PIN	
	Change PIN	
? Help	Require PIN Code	Immediately >
S Pricing Plans	Use Touch ID	
Rate drchrono EHR	When PIN protection is enabled, drchrono EHR requires a 4-dig	it PIN (or Touch ID) before granting access.
Terms of Service	PREFERENCES FOR: DRBRENDAN	
	Remember Last Chart Position	
Lock	No Default Template - Set at drchrono.com	
→ Log Out	Default Homepage	EHR >
Break the Glass	Appointment Detail View Settings	>
	Patient Menu Settings	>
User James Smith	Speech-to-Text Settings	>
Dashboard	dr EHR Messages	37 ≥⊟ Tasks Account

3. You can search our Help Center or tap the (



) icon to submit a ticket.

×	Help
Q Search	
Customer Support	
Live Chat	
Live Chat Support	
Live Chat FAQs	
Getting Started	
My DrChrono Account	
Education FAQ	
How do I get help as a DrChrono user?	
Finding Help while in DrChrono	
DrChrono IRIS/AAO Integration for Opthamology	
DrChrono on the Apple Watch	
See all 9 articles 🗸	
Getting Set Up	
DrChrono's Partner Marketplace	
Import Patient Demographics from External File	
Import Appointments from external file	

4. Press Start a Conversation.



5. Enter your information and press **Send**. A support agent will review your request and will reach out to assist.

