How do I submit a support ticket?

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

Submit

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**.

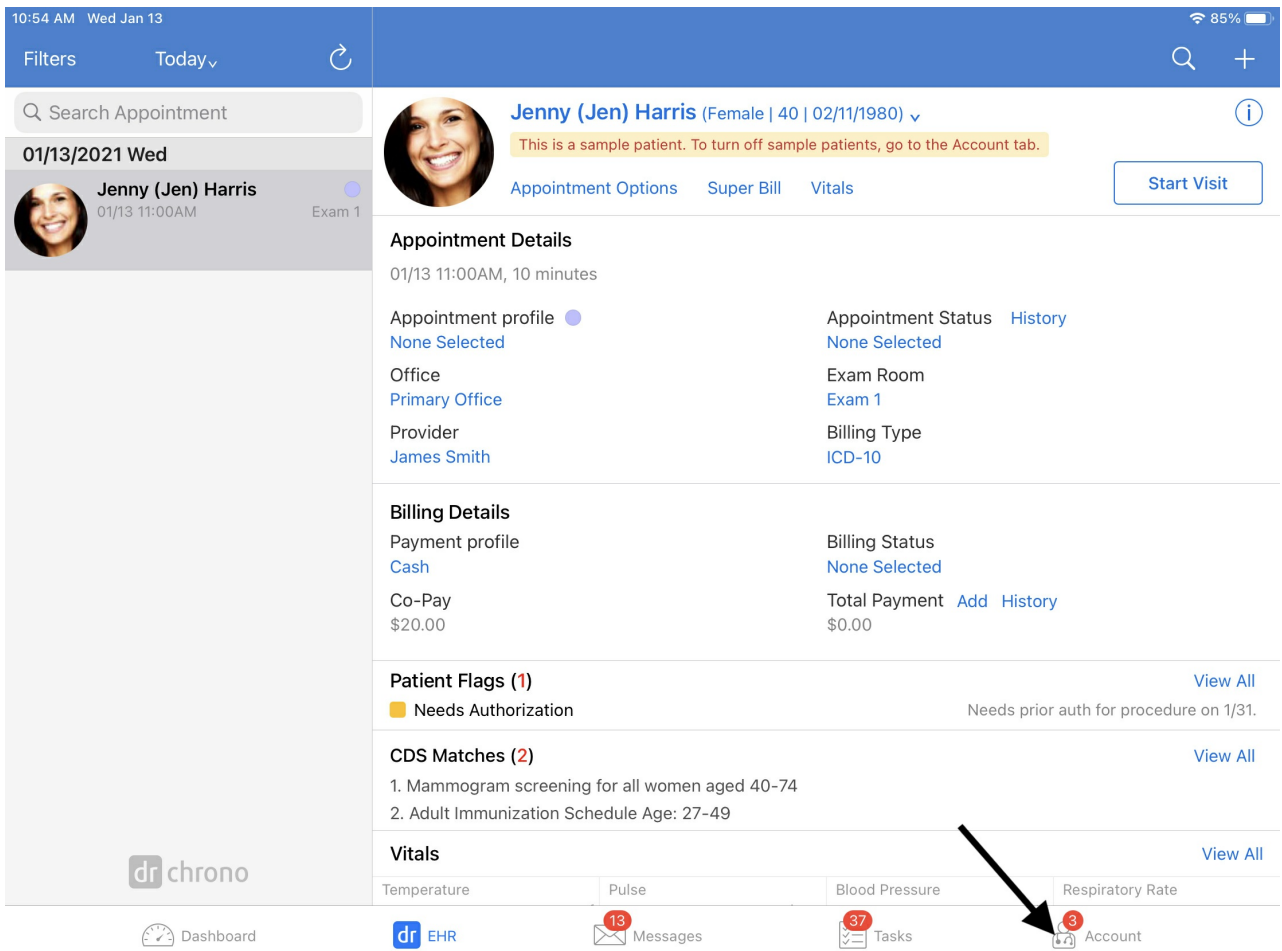2. Now you'll be redirected to our Support Page. Click **Submit a request** and follow the steps above.

--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.
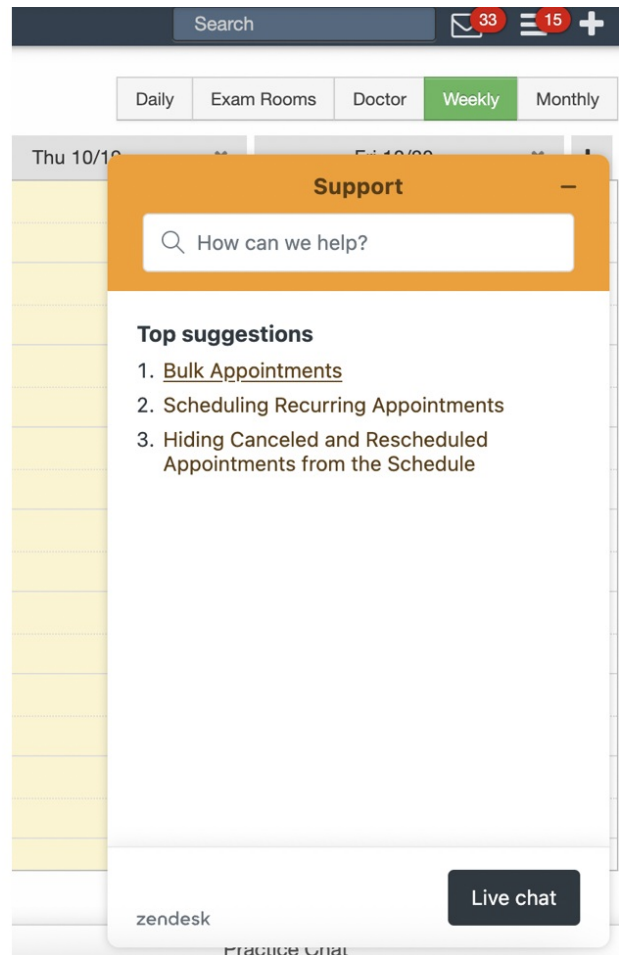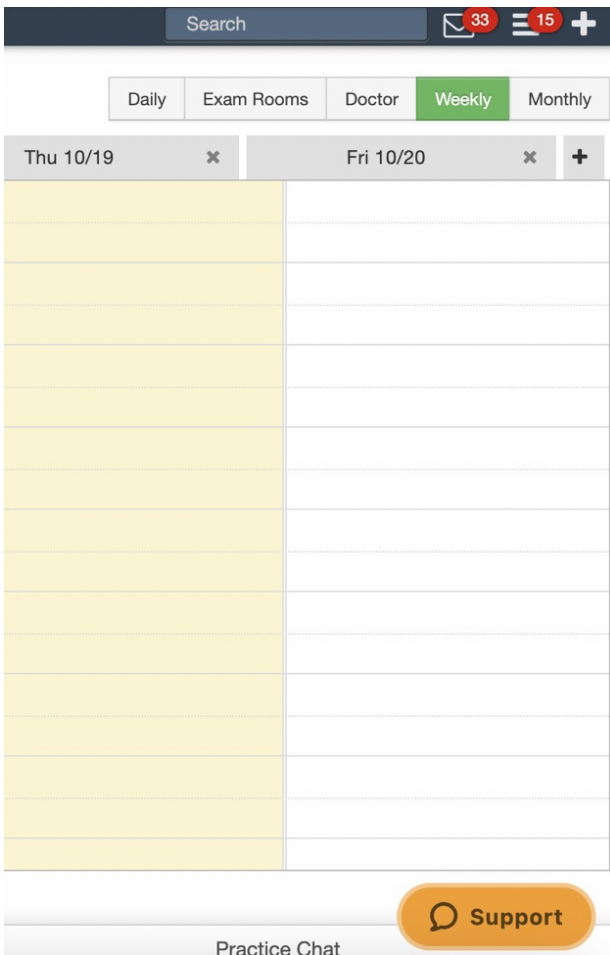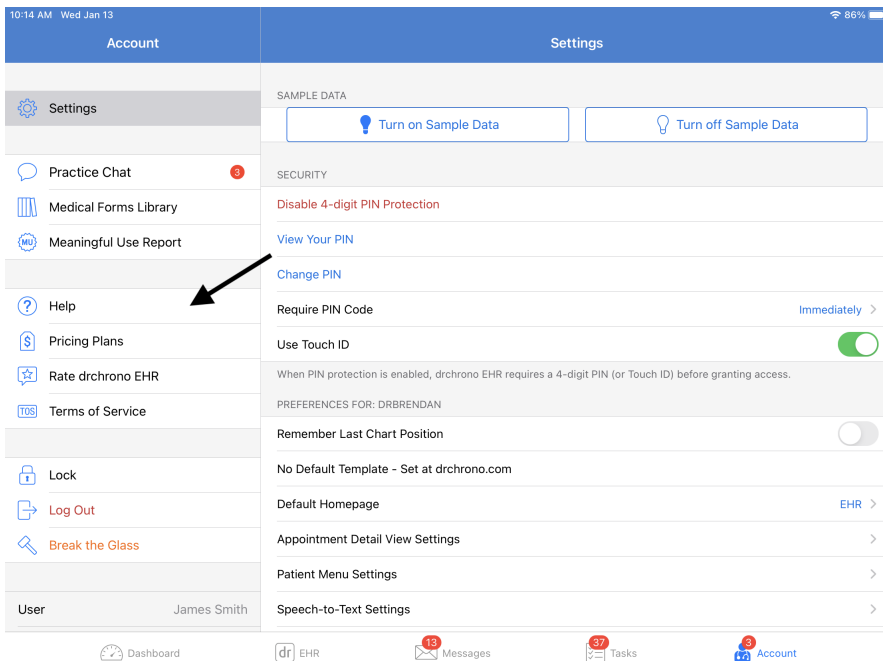
Contacting Support via the iPad EHR app

1. Tap on **Account** in the bottom right corner of the screen.
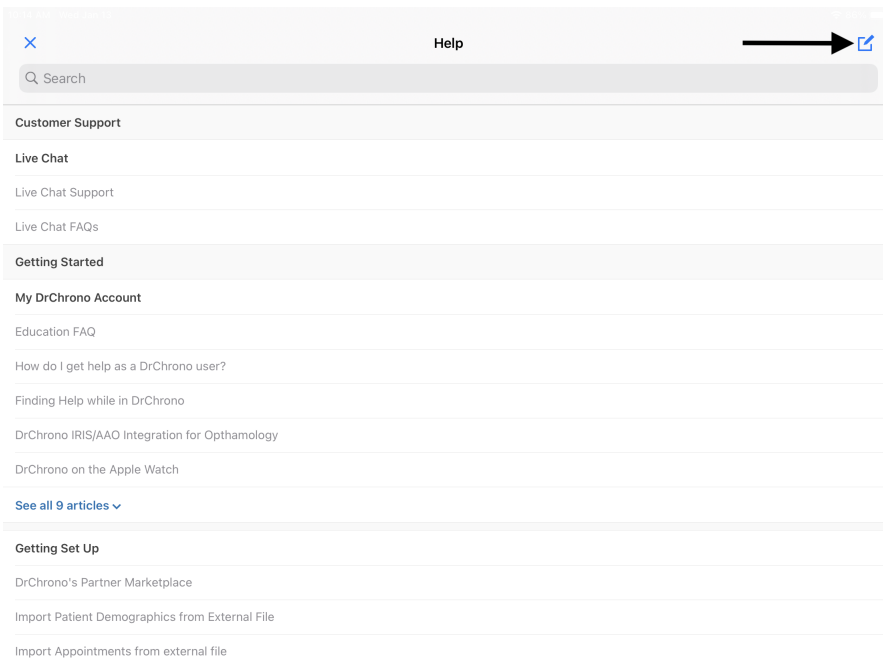
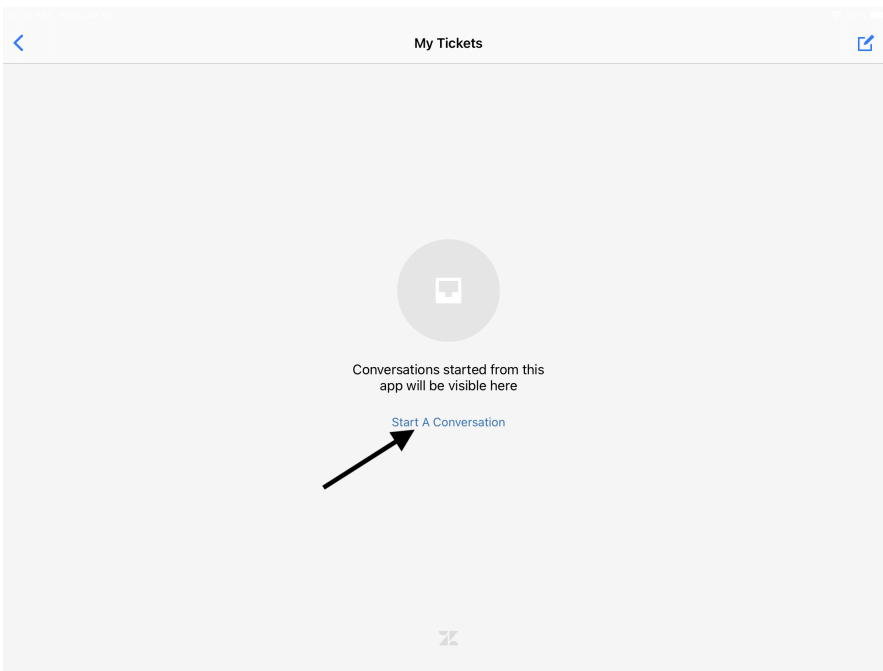2. Once there, tap on **Help** on the left side.

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

) icon to submit a ticket.

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.

Contact us

Write a message...   Send