How do I contact the support team?

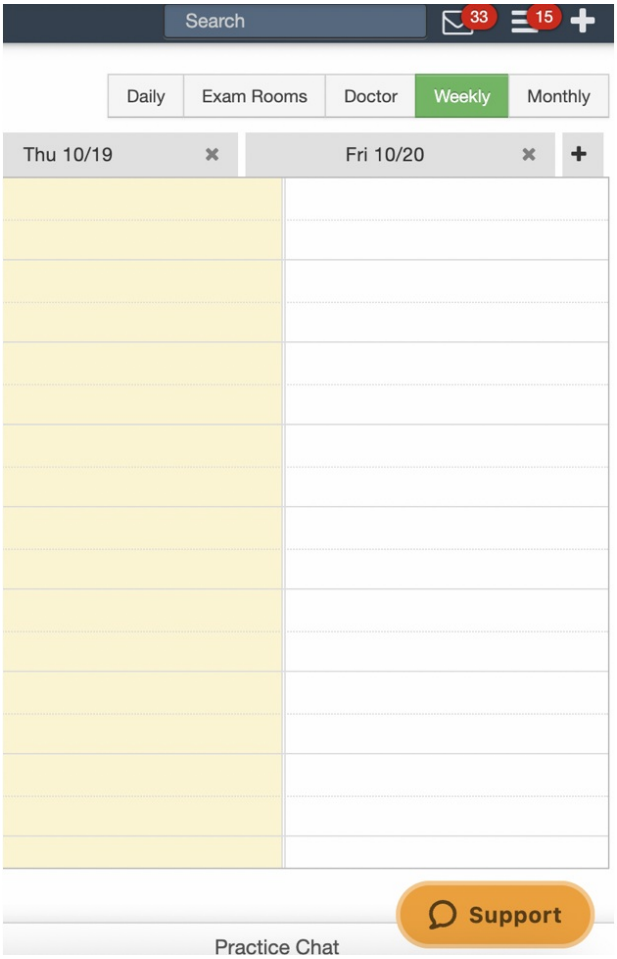
07/24/2024 3:50 pm EDT

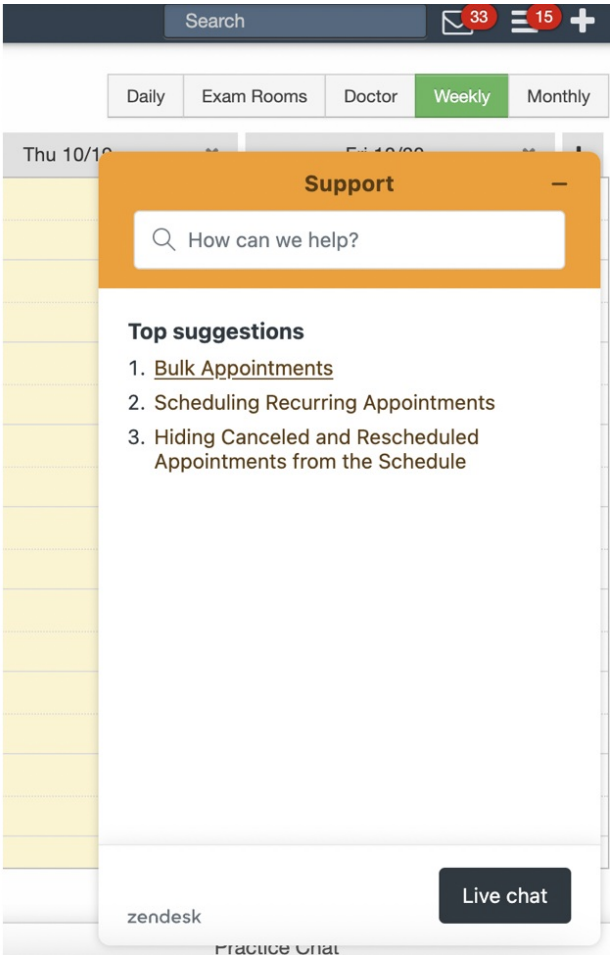
DrChrono's support team is extremely accessible and always eager to help. Whether you're on your chat support feature. You can also call our support line at 650-988-5379. Our regular support business hours are Monday- Friday 8 am - 8 pm EST/ 5 am - 5 pm PST.

You can follow the short instructions below to contact a support team member.
Before messaging a support team member, check out DrChrono's extensive Help Center for great resources on commonly asked questions and more!

Steps for contacting support within DrChrono web

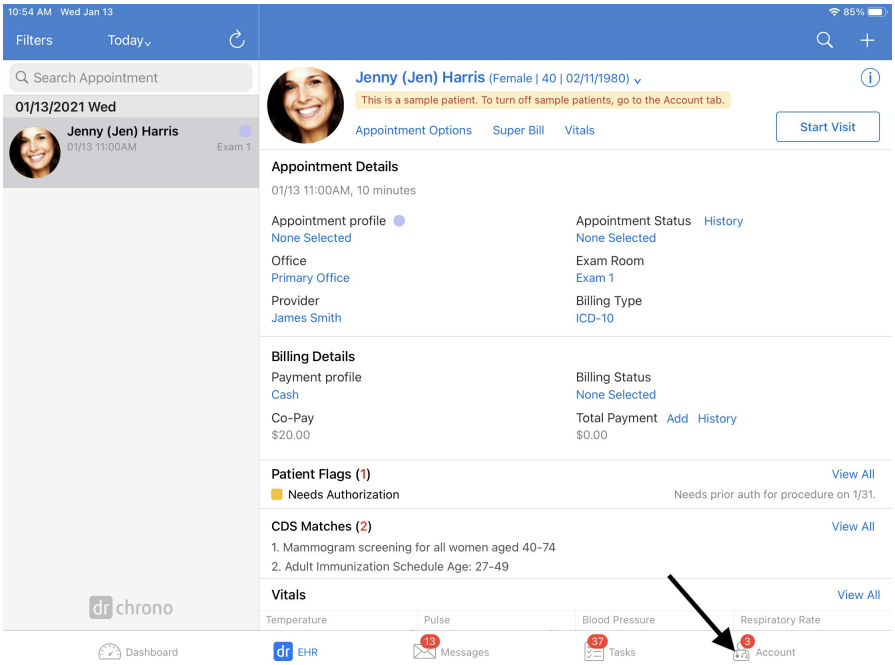
1. Click **Support** on the bottom right of the page. From here, you can search for a topic or start a Live Chat session to get help from our team.



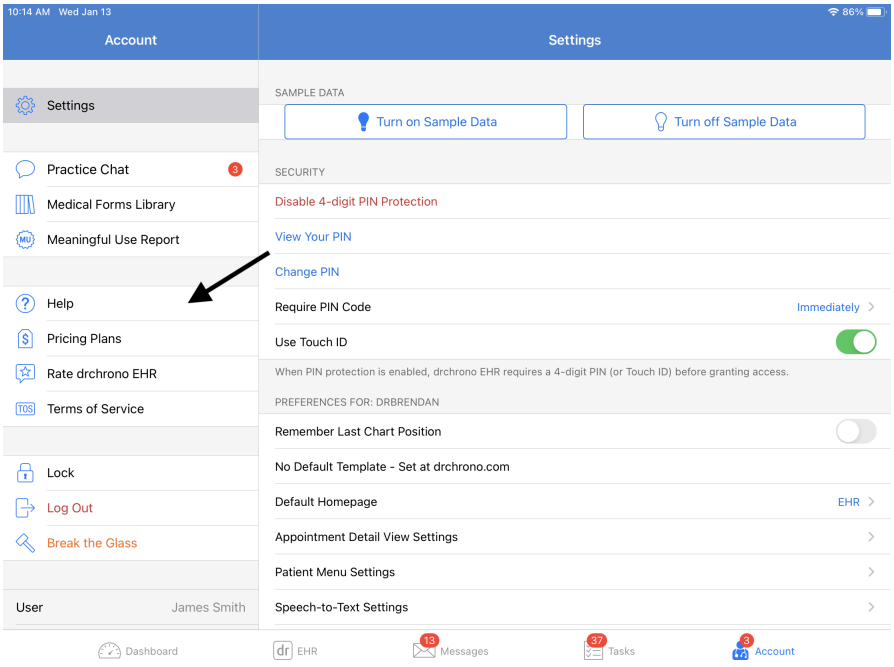


Steps for contacting support on the EHR iPad App:

1. Press **Account**.

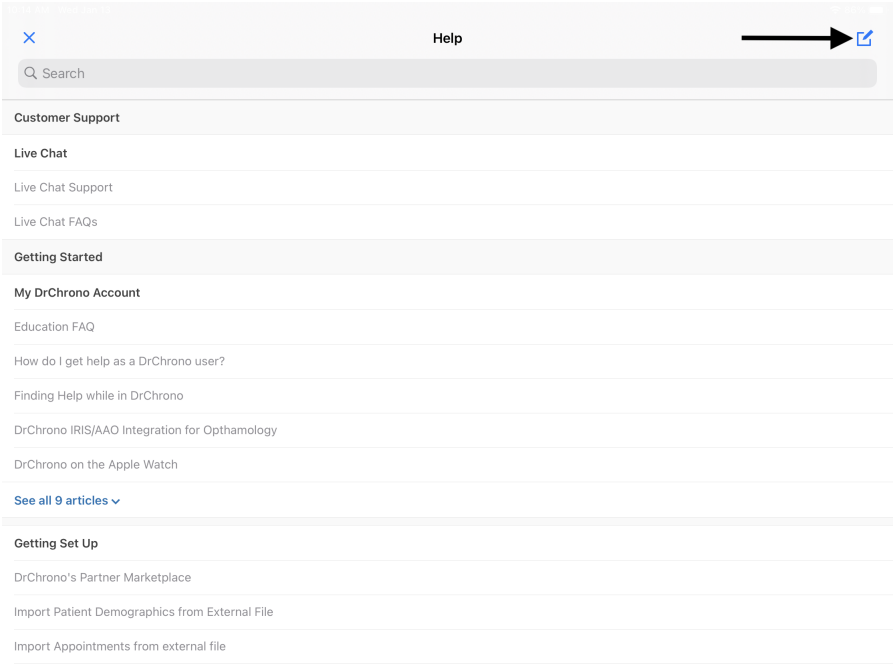


2. Press **Help**.

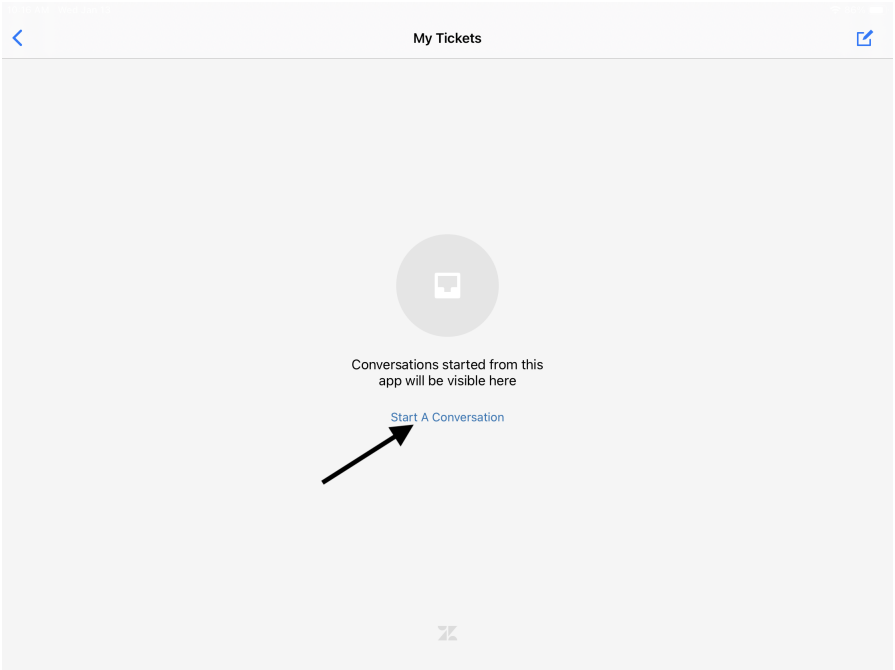


3. You can search our Help Center or tap the (

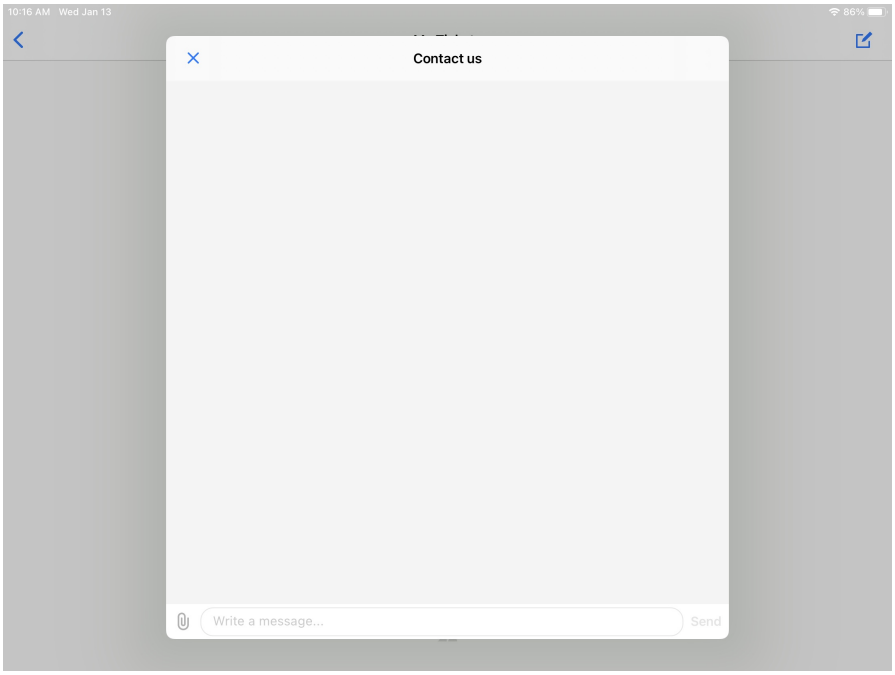
) icon to submit a ticket.



4. Press **Start a Conversation**.



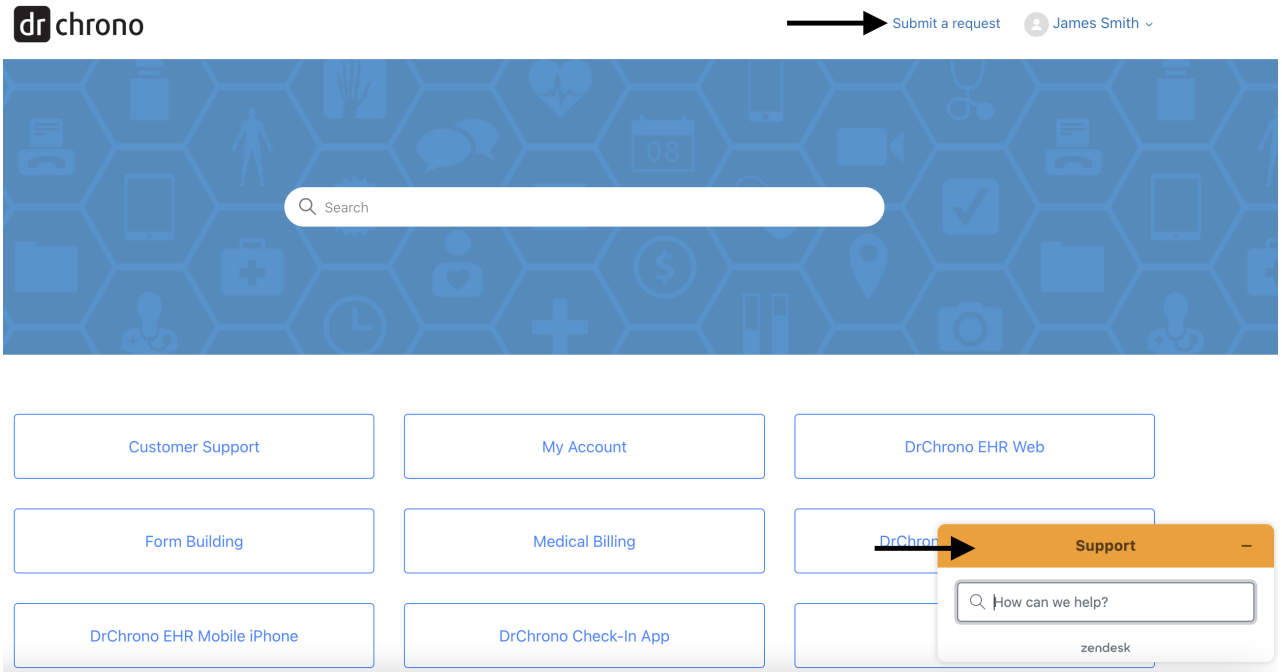
5. Enter your information and press **Send**. A support agent will review your request and will reach out to assist.



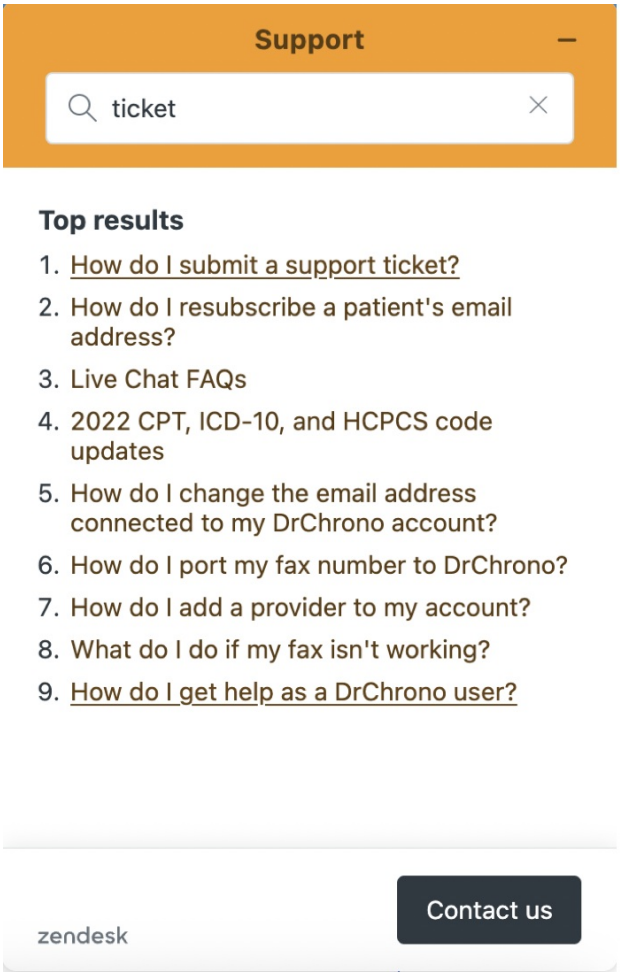
Contacting Support from the DrChrono Help Center

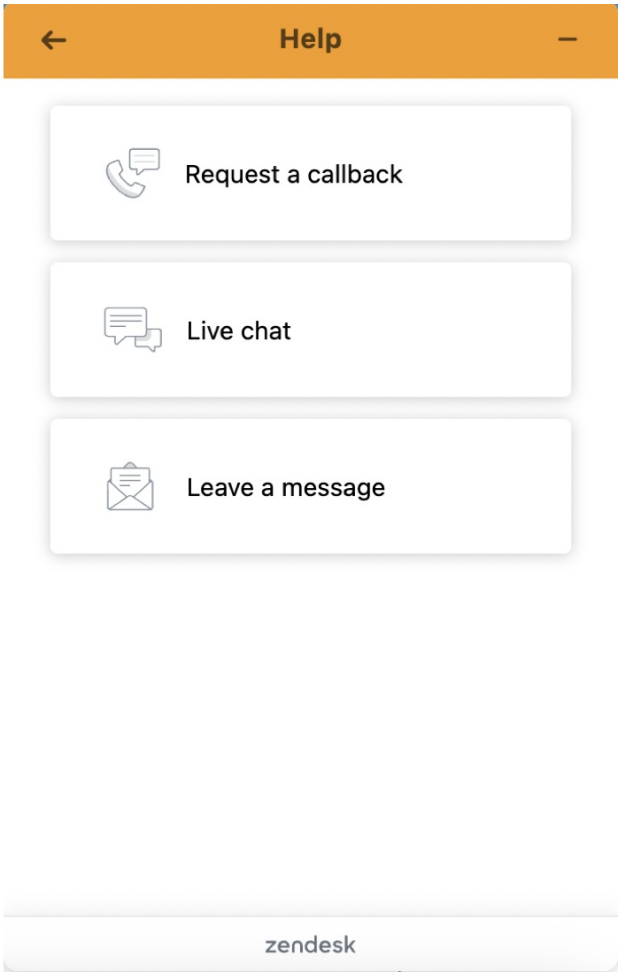
From our Help Center, you can also get in touch with our support team.

You can click on the **Submit a Request** to submit a support ticket. Or you can click on the Support button in the lower right of the screen to search for a topic.

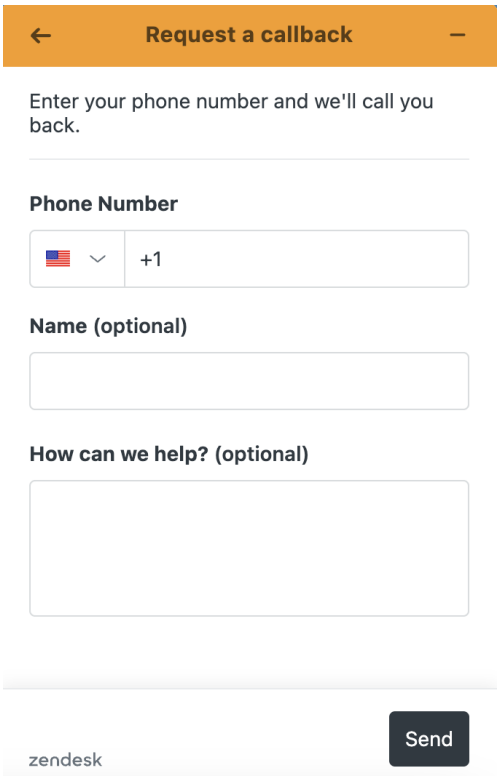


After you enter your search topic you can see if there is an article that will help answer your question. If you do not find what you are looking for or if you would like more support, click **Contact Us.** Here you have the options to Request a Call Back, Live Chat support or you can submit a ticket with the Leave a Message Option.

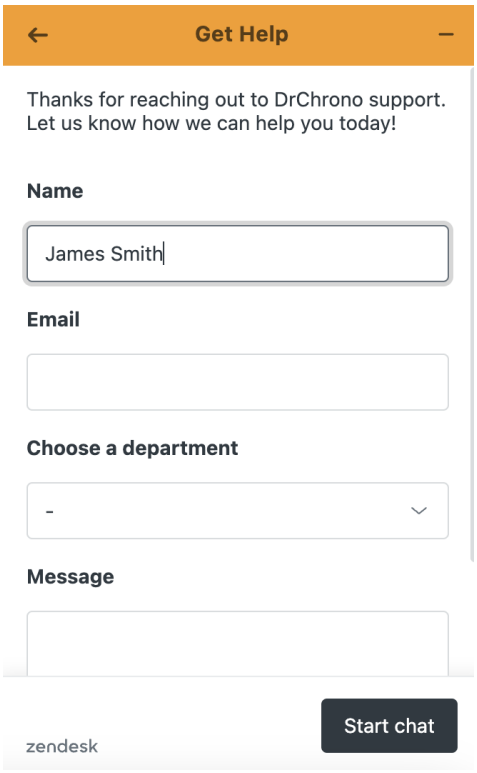
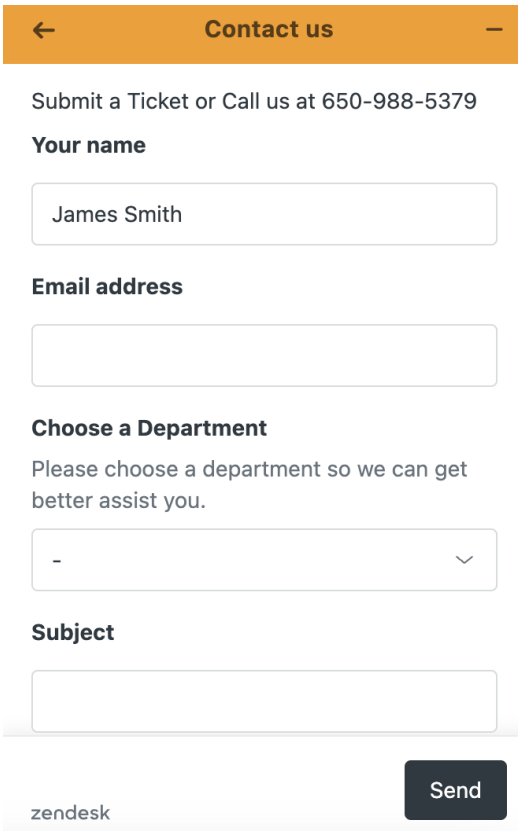




When you request a callback, enter your number, name (optional), and message (optional) about your issue, and one of our team members will call you back.



You can also start a chat with one of our support agents. Enter your name, email (if it is not already populated), and your department (billing or non-billing). Next, enter a message about your issue and click **Start Chat** to connect with one of our agents.



Finally, with the Leave a Message option, you can submit a ticket to our support team. Fill out the details and one of our agents will reach back out to you. You can also call our support line at 650-988-5379.