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.

| | | Search | | | 33 = 1 | • | | | | Search | | | |
|----------|-------|----------|---------|---------|--------|--------|-----|-------|-------|----------------|-----------|-----------|----|
| | Daily | Exam Roo | ms Doct | or Week | dy Mo | onthly | | [| Daily | Exam Rooms | Doctor | Weekly | |
| hu 10/19 | | × | Fri 1 | 0/20 | × | + | Thu | 10/12 | | S | upport | 20 | |
| | | | | | | | | | Q | How can we h | elp? | | |
| | | | | | | | | | Top s | suggestions | | | |
| | | | | | | | | | | Ik Appointment | | | |
| | | | | | | | | | 2. Sc | heduling Recur | ring Appo | ointments | |
| | | | | | | | | | Ар | pointments fro | m the Scl | hedule | |
| | | | | D | Suppor | rt | | _ | zende | esk | | Live | cł |
| | | Practice | Chat | | | | | | | Practice On | ลเ | | |

Steps for contacting support on the EHR iPad App:

1. Press Account.

| 10:54 AM We | d Jan 13 | | | | | | ? 8 | 85% 🔲 |
|-------------|-------------------|-------------------------|--|--|----------------------------------|-----------------------|-----------------|---------|
| Filters | Today√ | Ç | | | | | Q | |
| | Appointment | | (and a second seco | ny (Jen) Harris (Female 40 is a sample patient. To turn off sam | | ccount tab. | | (j) |
| 01/13/202 | | | | | | | Start Vis | .ta |
| | enny (Jen) Harris | Exam 1 | Арро | intment Options Super Bill | Vitals | | Start Vis | sit |
| V | | | Appointment Deta | ils | | | | |
| | | | 01/13 11:00AM, 10 m | nutes | | | | |
| | | | Appointment profile None Selected | | Appointment Sta None Selected | atus History | | |
| | | | 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 \$0.00 | Add History | | |
| | | | Patient Flags (1) | | | | | ew All |
| | | | Needs Authorization | on | | Needs prior auth f | or procedure or | n 1/31. |
| | | | CDS Matches (2) | | | | Vie | ew All |
| | | | - | ening for all women aged 40-74 n Schedule Age: 27-49 | 1 | | | |
| | ED abases | | Vitals | | | $\mathbf{\mathbf{N}}$ | v | iew All |
| | dr chrono | | Temperature | Pulse | Blood Pressure | Respi | atory Rate | |
| | Dashboard | | dr ehr | Messages | 37 Z= Tasks | Ac | count | |

2. Press Help.

| 10:14 AM Wed Jan 13 | | 중 86% 🔲 | | | |
|-----------------------|---|--|--|--|--|
| Account | Settings | | | | |
| Settings | SAMPLE DATA | O 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 | Tasks | | | |

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



| × | 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.

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| 0 Write a message Send | | | Sand |

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.

| Support – | ← Help - |
|---|--------------------|
| \bigcirc ticket \times | |
| | Request a callback |
| Top results | |
| 1. How do I submit a support ticket? | |
| 2. How do I resubscribe a patient's email address? | Live chat |
| 3. Live Chat FAQs | |
| 2022 CPT, ICD-10, and HCPCS code updates | |
| 5. How do I change the email address connected to my DrChrono account? | Leave a message |
| 6. How do I port my fax number to DrChrono? | |
| 7. How do I add a provider to my account? | |
| 8. What do I do if my fax isn't working? | |
| 9. How do I get help as a DrChrono user? | |
| | |
| | |
| | |
| Contact us | |

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.

zendesk

| ← | Request a callback — |
|---------------------|---------------------------------|
| Enter your back. | phone number and we'll call you |
| Phone Nu | mber |
| — ~ | +1 |
| Name (op | tional) |
| | |
| How can v | we help? (optional) |
| | |
| | |
| | |
| | |
| zendesk | Send |

zendesk

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.

| ÷ | Get Help | - |
|-------------|--|-------|
| | aching out to DrChrono sup now we can help you today! | port. |
| Name | | |
| James Smit | :h | |
| Email | | |
| | | |
| Choose a de | partment | |
| - | | ~ |
| Message | | |
| | | |
| | Start | chat |
| zendesk | | |

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.

| ÷ | Contact us | - |
|-----------------------------|---|----|
| Submit a Your nam | Ticket or Call us at 650-988-537 ne | '9 |
| James S | Smith | |
| Email add | dress | |
| | | |
| Choose a | Department | |
| Please ch better ass | oose a department so we can ge sist you. | t |
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| Subject | | |
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