

How do I contact the support team?

07/24/2024 3:50 pm EDT

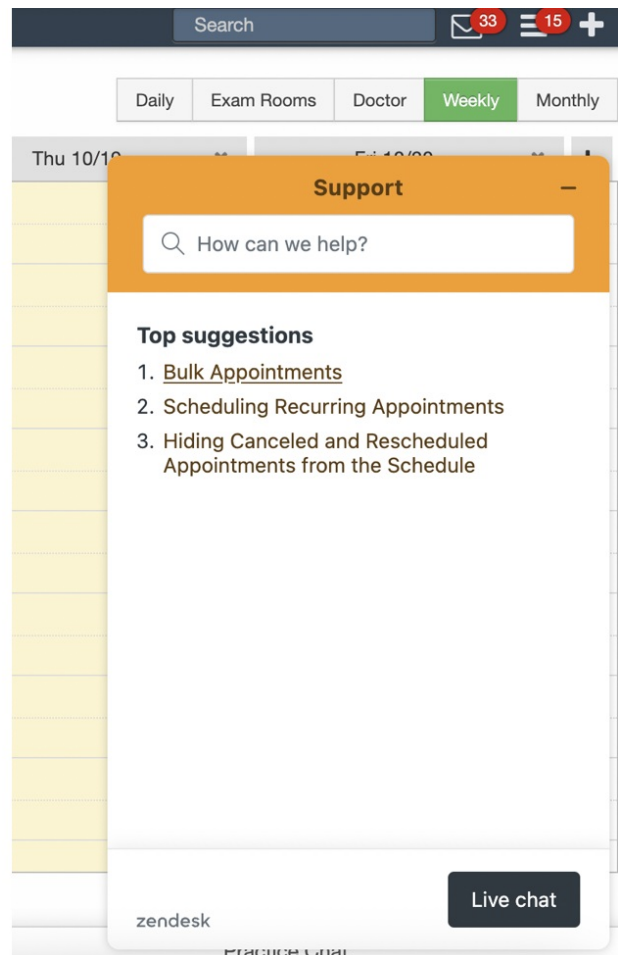
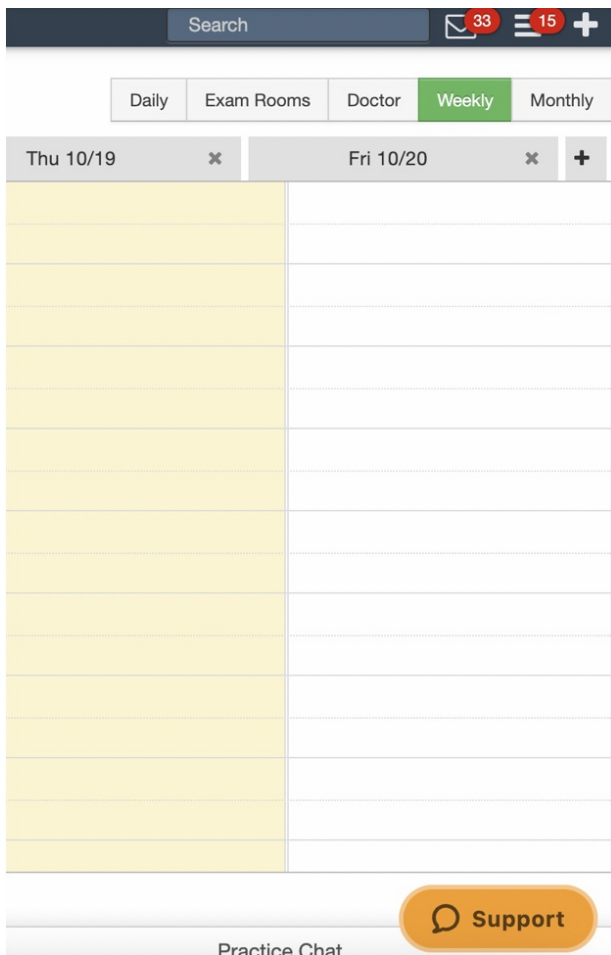
DrChrono's support team is extremely accessible and always eager to help. Whether you're on your [chat support](#) feature. You can also call our support line at 650-988-5379. Our regular support business hours are Monday- Friday 8 am - 8 pm EST/ 5 am - 5 pm PST.

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!

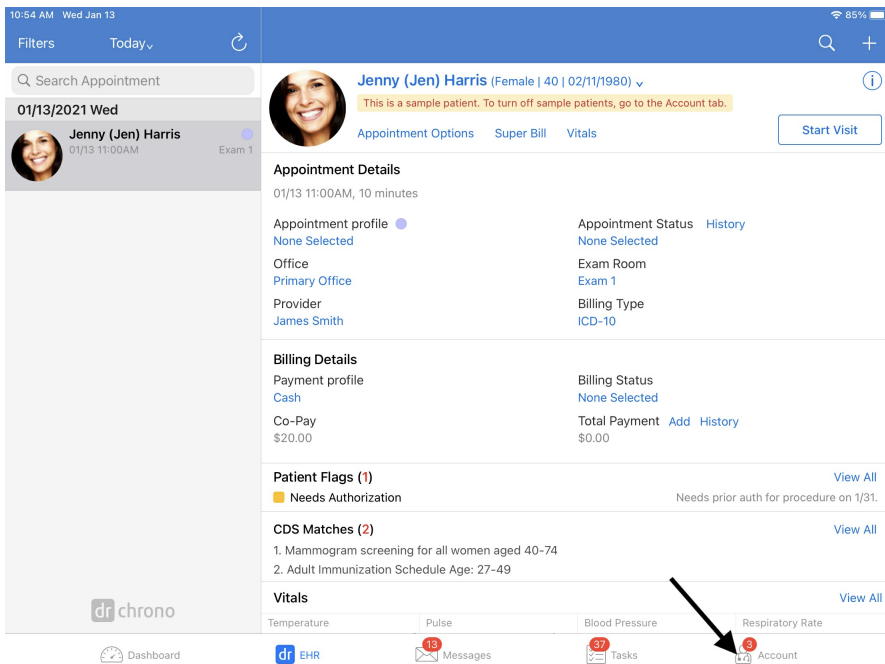
Steps for contacting support within DrChrono web

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.

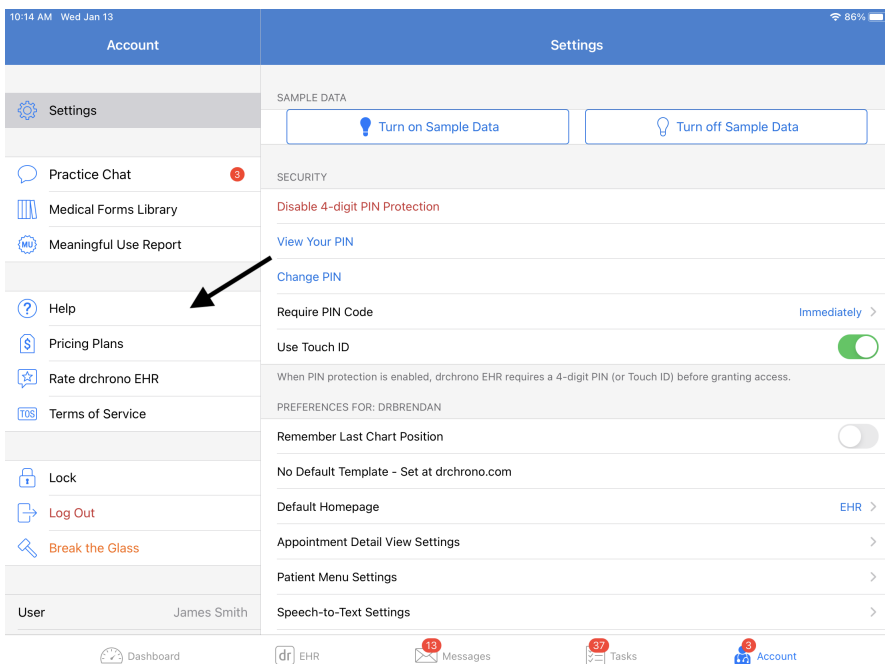


Steps for contacting support on the EHR iPad App:

1. Press **Account**.



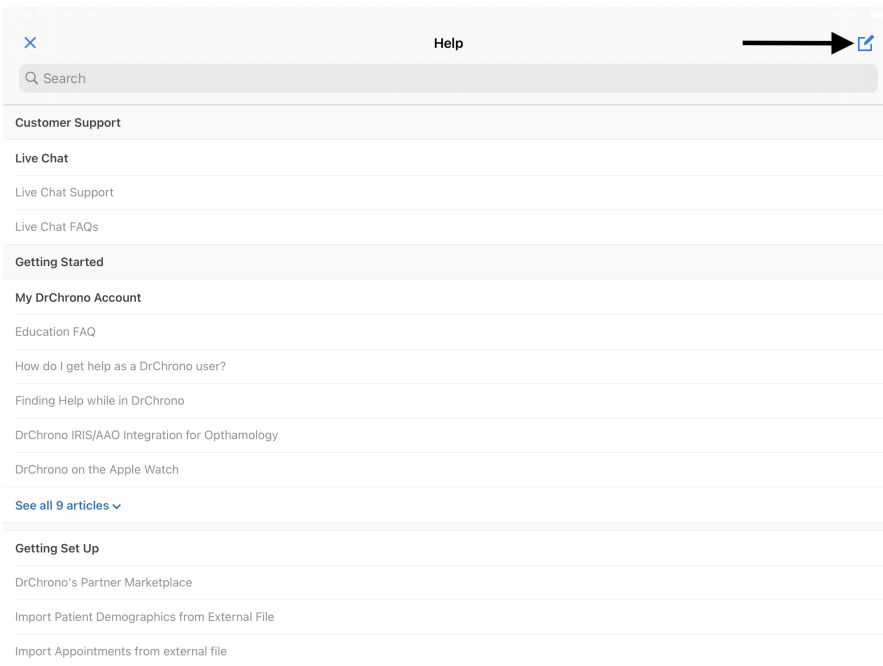
2. Press **Help**.



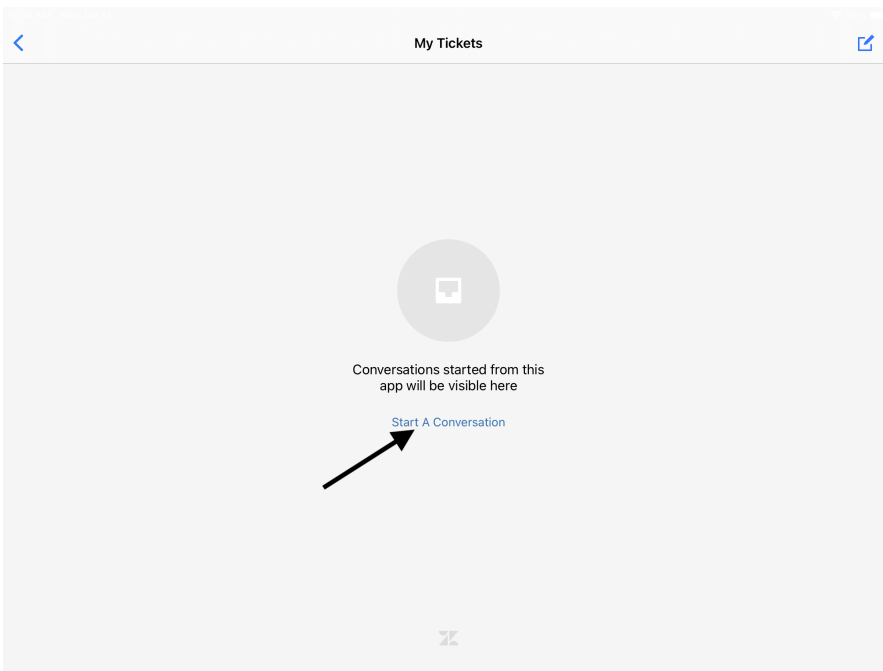
3. You can search our Help Center or tap the (



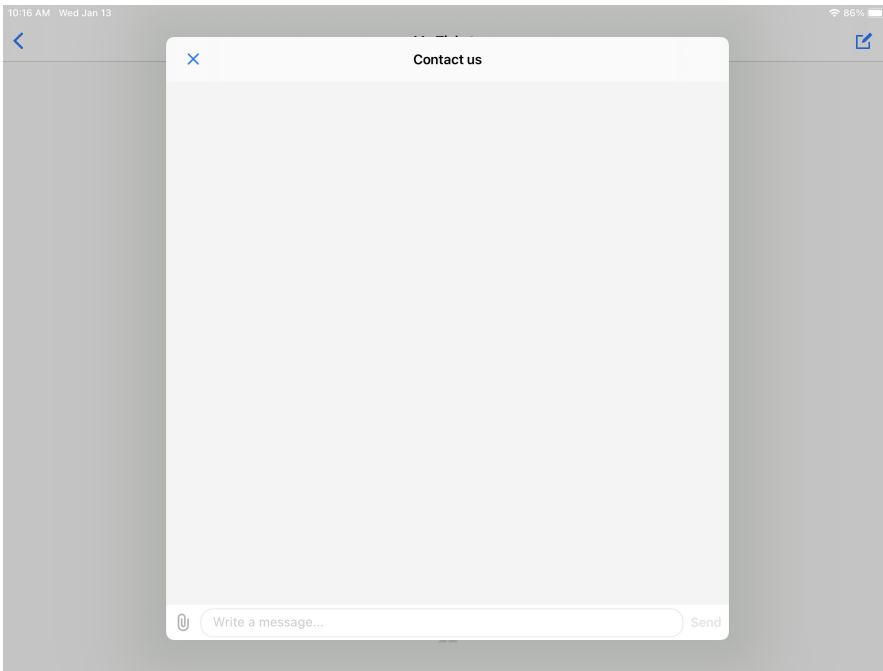
) icon to submit a ticket.



4. Press **Start a Conversation**.



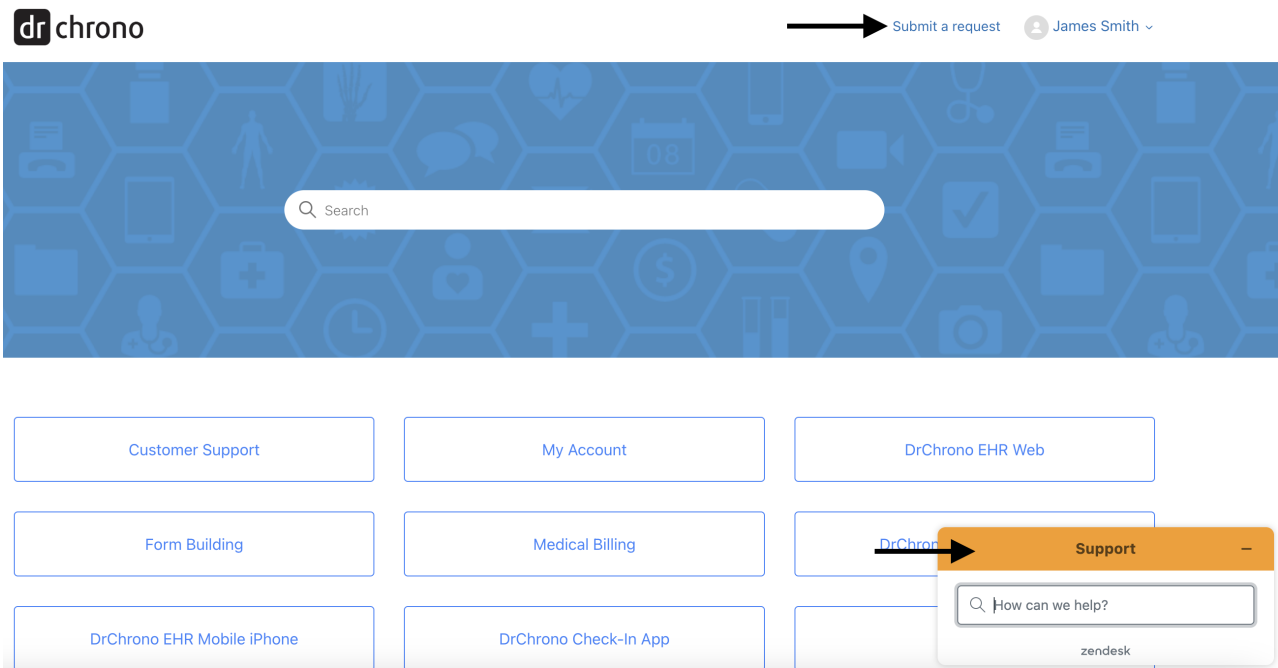
5. Enter your information and press **Send**. A support agent will review your request and will reach out to assist.



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.

Support —

🔍 ticket ✕

Top results

1. [How do I submit a support ticket?](#)
2. [How do I resubscribe a patient's email address?](#)
3. [Live Chat FAQs](#)
4. [2022 CPT, ICD-10, and HCPCS code updates](#)
5. [How do I change the email address connected to my DrChrono account?](#)
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?](#)

zendesk

Contact us

← **Help** —



Request a callback



Live chat



Leave a message


zendesk

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.

← **Request a callback** —

Enter your phone number and we'll call you back.

Phone Number

 ▾ +1

Name (optional)

How can we help? (optional)

zendesk

Send

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.

The screenshot shows a mobile interface for starting a chat. At the top is an orange header with a back arrow, the text "Get Help", and a close icon. Below the header, a message reads: "Thanks for reaching out to DrChrono support. Let us know how we can help you today!". The form contains the following fields: "Name" with a text input containing "James Smith"; "Email" with an empty text input; "Choose a department" with a dropdown menu showing a hyphen; and "Message" with an empty text area. At the bottom left is the "zendesk" logo, and at the bottom right is a dark button labeled "Start chat".

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.

The screenshot shows a mobile interface for submitting a ticket. At the top is an orange header with a back arrow, the text "Contact us", and a close icon. Below the header, a message reads: "Submit a Ticket or Call us at 650-988-5379". The form contains the following fields: "Your name" with a text input containing "James Smith"; "Email address" with an empty text input; "Choose a Department" with a dropdown menu showing a hyphen and a subtext: "Please choose a department so we can get better assist you."; and "Subject" with an empty text input. At the bottom left is the "zendesk" logo, and at the bottom right is a dark button labeled "Send".

