## Accessing Support on the iPad App

07/24/2024 11:54 am EDT

Similar to the **Support** option at the bottom of the web version of DrChrono, you can access our Support Center on the EHR application.

1. Tap More option in the bottom toolbar and select Account Settings.



## 2. Tap Help in the menu on the left.

10:14 AM Wed Jan 13		중 86% (■)	
Account	Settings		
🔅 Settings	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-digit 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 >	
	Appointment Detail View Settings	>	
	Patient Menu Settings	>	
User James Smith	Speech-to-Text Settings	>	
Dashboard	dr) EHR	(37) trasks Account	

3. You can search for an article, or submit a ticket to our team by selecting the compose (

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Q Search	пер		
Gealeri			
Customer Support			
Contacting Support			
How do I Submit a Support Ticket?			
How do I get help as a DrChrono user?			
Finding Help while in DrChrono			
Live Chat			
Live Chat Support			
Live Chat FAQs			
My Account			
My Account Billing			
How to Update Payment Information			
Account Billing FAQs			
Will DrChrono take a percentage of my collection for claims prior to our contract date?			
Account Details and Settings			
Daily Agenda Email			
Using the Practice Group Dropdown			

## 4. Tap Start a New Conversation.



5. Fill out the message including any relevant information and description of the issue. You can also attach relevant files and screenshots using the paper clip icon on the left side. Tap **Send** when finished. Replies will be sent to the email on file for your account.

