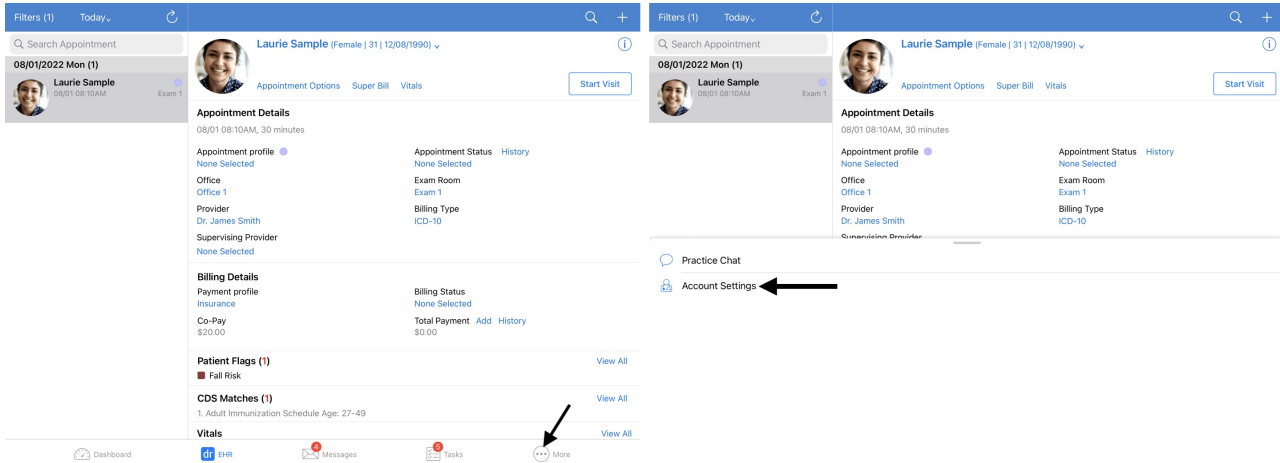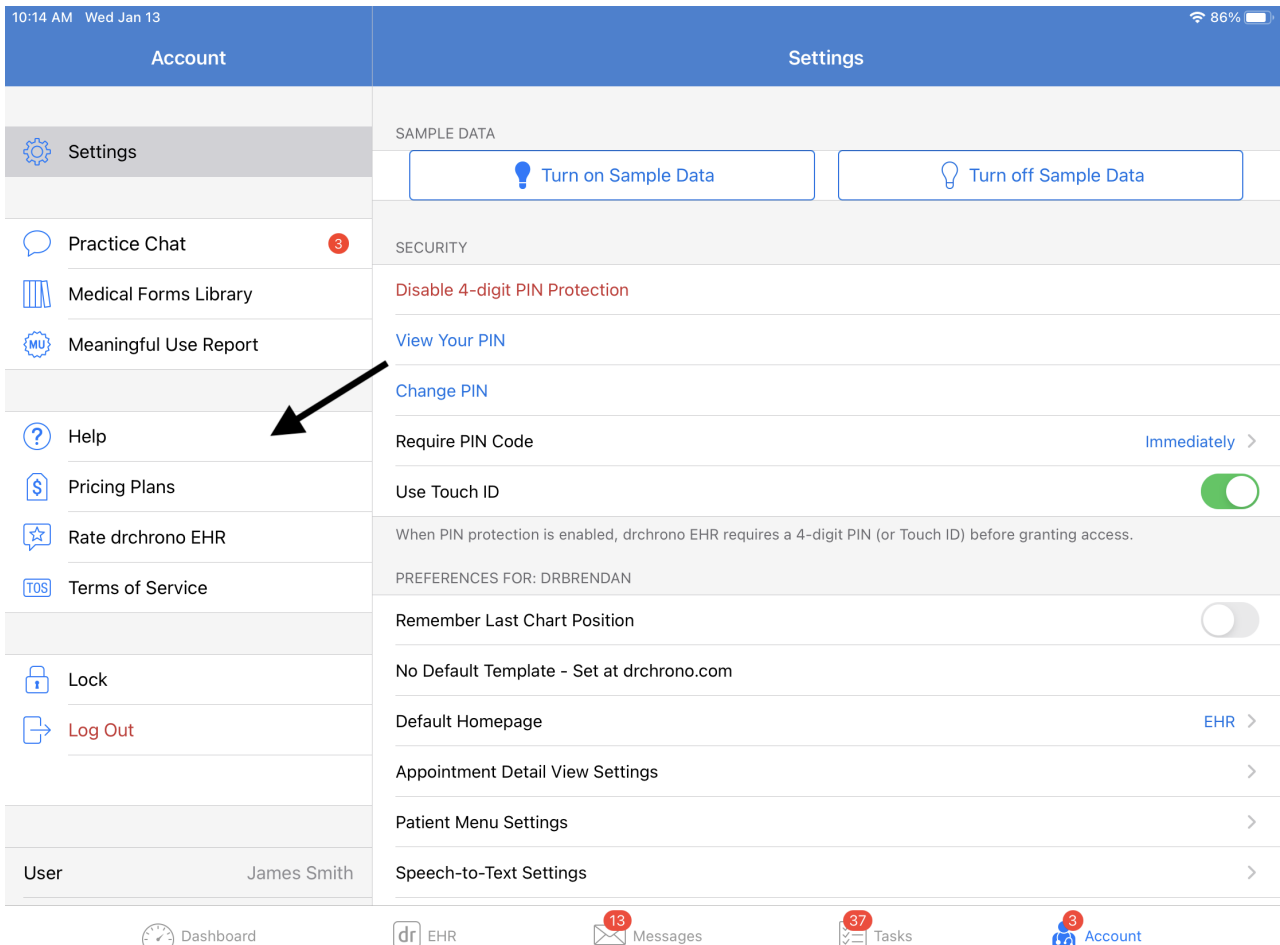# Accessing Support on the iPad App

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**.
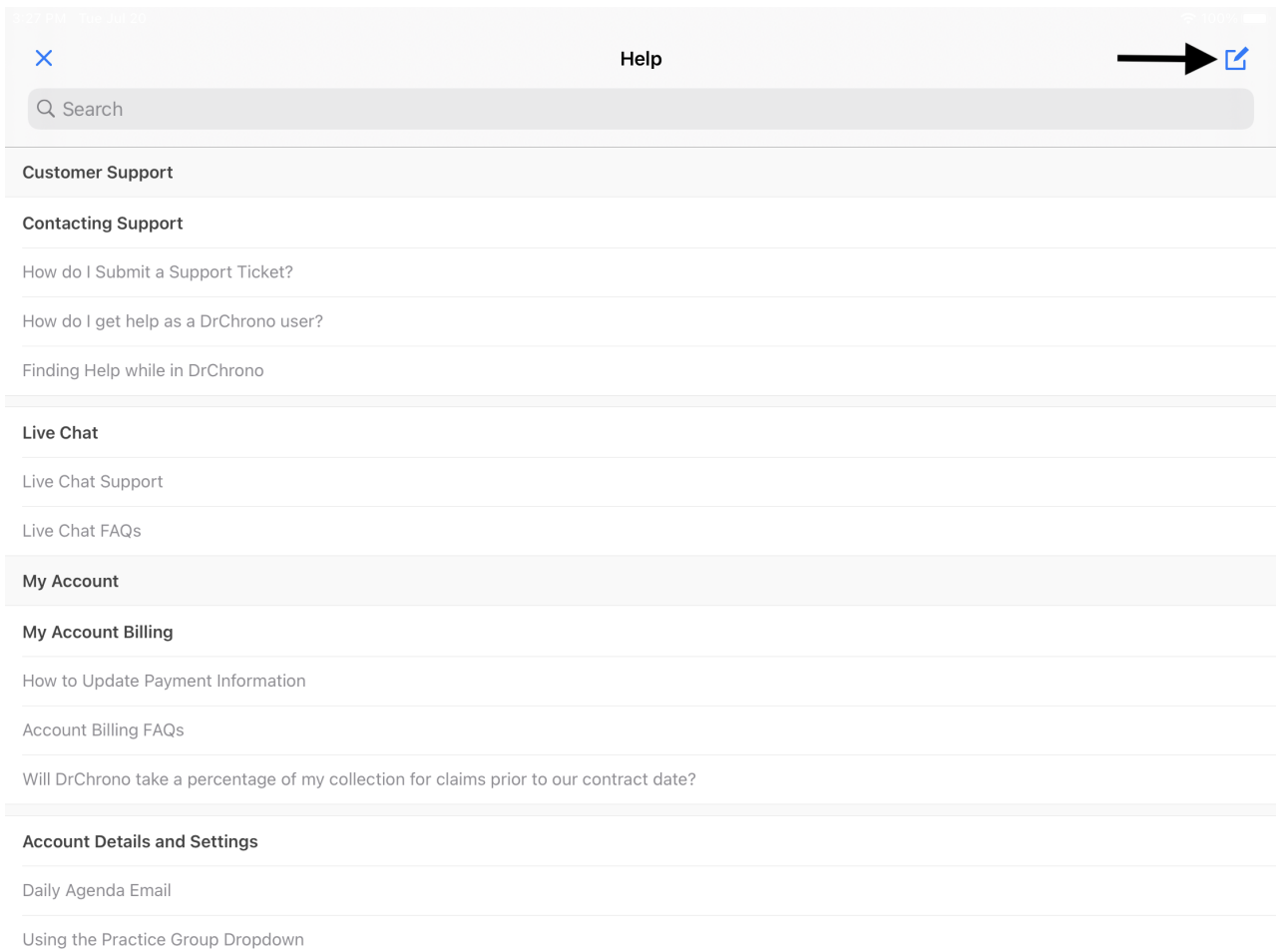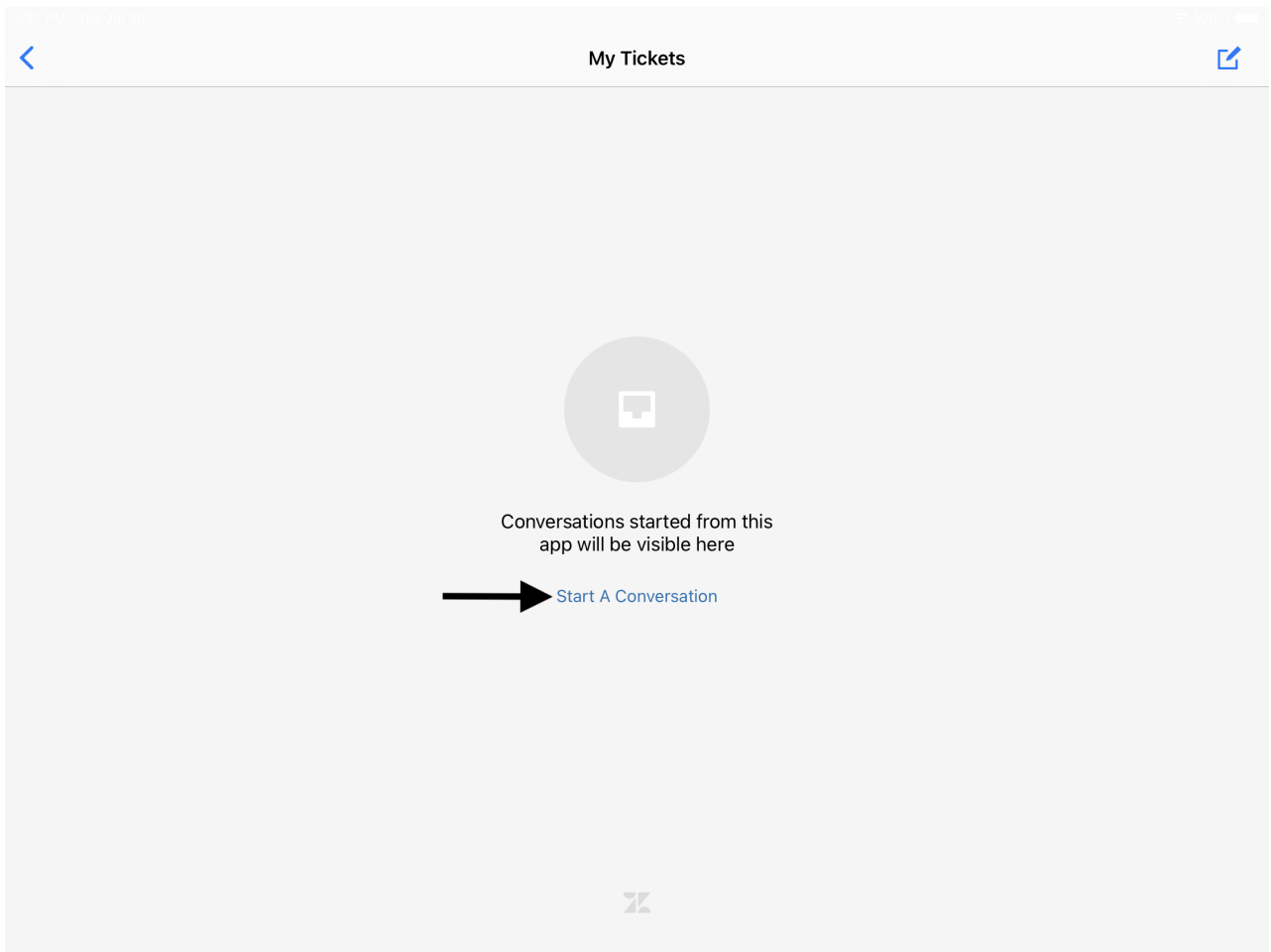

2. Tap **Help** in the menu on the left.

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

) icon in the top right.

| × | **Help** | ↗ |

🔍 Search

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**.

Conversations started from this
app will be visible here

Start A 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.

Contact us

Write a message...   Send

I   Cam   Test

Q W E R T Y U I O P ⌫

A S D F G H J K L return

Z X C V B N M ! ?

.?123 😀 🎤   .?123 ⌨