Accessing Support on the iPhone 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 the Account option in the bottom toolbar and tap Help in the menu.

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	Settings		
Speech-to-Tex	xt Settings		>
Square Payme	ent Settings		>
Push Notificat	ions		>
Appearance			>
Help	-		
Pricing Plans			>
Terms of Serv	ice		>
	Log Out		
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Version: 11.0.69			
Appointments Patien	o 🖂 nts Messages	Tasks	Account

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

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) icon in the top right.

×	Help	Ľ
Q Search		
Customer Supp	oort	
Contacting Sup	port	
How do I submit	a support ticket?	
How do I get he	lp as a DrChrono user	?
Finding Help wh	ile in DrChrono	
Live Chat		
Live Chat Suppo	ort	
Live Chat FAQs		
My Account		
My Account Bill	ing	
How to make or DrChrono invoic	update payment metl e	hod for my
Account Billing I	FAQs	

3. Tap **Start a New Conversation**. 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.

