

Contact Info for Updox Support

07/24/2024 1:20 pm EDT

To reach the Updox Partner support team please utilize one of the following channels:

Telephone: 614-798-8170 Then press option 4 - You'll have the ability to leave a voicemail as well.

E-mail: Email directly from your DrChrono account and address it to: PartnerSupport@updox.com. E-mailing this address will create a case in their queue that should be addressed within 4 business hours 8:30 am to 5:30 pm Eastern time. They will most likely reply via e-mail. If you need a call back please make that request clear in the e-mail. For urgent issues please do specify in the subject line of your e-mail.

Please copy and paste all correspondence as internal comments into the relevant Zendesk ticket for transparency. The more information we can reference in Zendesk, the better.

The partner support team is small right now so you'll either talk with Karl Freudenreich or Noah Ebert, they're partner support analysts. You can also call Karl directly if you have issues that are not getting resolved appropriately. His extension is 146. **Use this option only as a last resort.**
