DrChrono Support PIN

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View your Support PIN | Generate a new PIN | Use your Support PIN | Request Support assistance on behalf of someone else's account

When you contact the DrChrono Support team, you must provide the four-digit **Support PIN** to verify your account. A **Support PIN** is automatically generated when you sign up for DrChrono.

See Why do I need the Support PIN? to learn why you must use the **Support PIN**.

> The **Support PIN** is different from the **DrChrono App Unlock PIN**. You use the **DrChrono App Unlock PIN** to access the DrChrono EHR app after a period of inactivity.

View your Support PIN

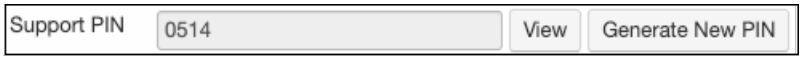
From the footer

View on the left side of the footer.

From the Account menu

1. Do one of the following:
   - Providers select **Account** > **Account Settings** > **Profile** tab.
   - Staff members select **Account** > **Staff Account Information**.
2. Select **View**.

   The four-digit PIN appears in the **Support PIN** box.



Generate a new PIN

1. Do one of the following:
   - Providers select **Account** > **Account Settings** > **Profile** tab.
   - Staff members select **Account** > **Staff Account Information**.
2. Select **Generate New PIN**.

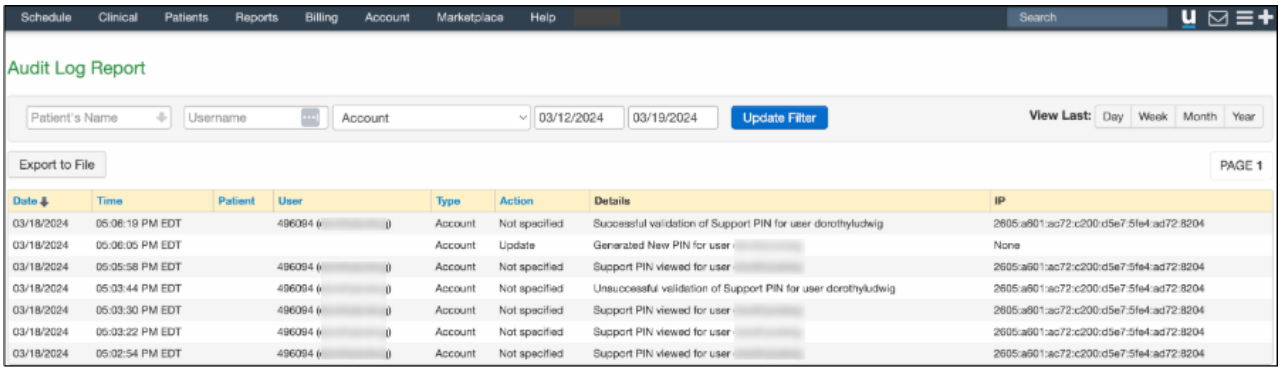
   You can select **View** to see the PIN.

You must refresh the page to see the updated Support PIN in the footer.

Use your Support PIN

When you contact the Support team by phone, email, or support case, a Support representative asks for your **Support PIN** to verify your account before helping you with your support request. Once your **Support PIN** is successfully validated, a new **Support PIN** is generated in **Account Settings** (for providers) and **Staff Account Information** (for staff members).

You can view when your **Support PIN** has been viewed, validated, and generated in the **Audit Log**.



Request Support assistance on behalf of someone else's account

Requestor	On Behalf of	Support Action
Provider	Staff	Support can assist
Staff	Provider	Needs provider approval before assisting
Staff	Staff	Needs provider approval before assisting

Required staff action to get provider approval

- Request permission by email by including the provider in the case.
- The provider does one of the following:
  - Approves the request by replying to the case
  - Calls Support and provides their Support PIN for Support to proceed

Why do I need the Support PIN?

We introduced the **Support PIN** to comply with the Security Risk Analysis (SRA) requirement of the Health Insurance Portability and Accountability Act (HIPAA). CMS also requires an SRA for the Merit-based Incentive Payment System (MIPS), which mandates implementing a mechanism to validate the identity of anyone given access to protected health information (PHI). This ensures that only authorized individuals can view this sensitive information.

The **Support PIN** is more secure than other identity validation methods, such as security questions that malicious actors can obtain through social media and other public sources. We can verify that the person requesting support is indeed who they claim to be and has the necessary authorization to access the account and the associated PHI (and potentially represent the account owner) regarding the requested support.