

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.

Practice Group ID: 329901 | Support PIN: 1729

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.

| | | | |
|-------------|------|------|------------------|
| Support PIN | 0514 | View | Generate New PIN |
|-------------|------|------|------------------|

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**.

Schedule

Clinical

Patients

Reports

Billing

Account

Marketplace

Help

Search

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Audit Log Report

Patient's Name

Username

Account

03/12/2024

03/19/2024

Update Filter

View Last:

Day

Week

Month

Year

Export to File

PAGE 1

| Date | Time | Patient | User | Type | Action | Details | IP |
|------------|-----------------|---------|--------|---------|---------------|---|---|
| 03/18/2024 | 05:06:19 PM EDT | | 496094 | Account | Not specified | Successful validation of Support PIN for user dorothydudwig | 2605:a601:ac72:c200:d5e7:5fe4:ad72:8204 |
| 03/18/2024 | 05:06:05 PM EDT | | 496094 | Account | Update | Generated New PIN for user | None |
| 03/18/2024 | 05:05:58 PM EDT | | 496094 | Account | Not specified | Support PIN viewed for user | 2605:a601:ac72:c200:d5e7:5fe4:ad72:8204 |
| 03/18/2024 | 05:03:44 PM EDT | | 496094 | Account | Not specified | Unsuccessful validation of Support PIN for user dorothydudwig | 2605:a601:ac72:c200:d5e7:5fe4:ad72:8204 |
| 03/18/2024 | 05:03:30 PM EDT | | 496094 | Account | Not specified | Support PIN viewed for user | 2605:a601:ac72:c200:d5e7:5fe4:ad72:8204 |
| 03/18/2024 | 05:03:22 PM EDT | | 496094 | Account | Not specified | Support PIN viewed for user | 2605:a601:ac72:c200:d5e7:5fe4:ad72:8204 |
| 03/18/2024 | 05:02:54 PM EDT | | 496094 | Account | Not specified | Support PIN viewed for user | 2605:a601:ac72:c200:d5e7:5fe4:ad72:8204 |

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.

