

# DrChrono Support PIN

Last modified on 07/03/2025 4:26 pm EDT

## View your Support PIN | Generate a new PIN | Use your Support PIN | Request Support assistance

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

1. Do one of the following:

- If you are a provider, select **Account > Account Settings > Profile** tab.
- If you are a staff member, select **Account > Staff Account Information**.

Account Settings

Profile View General Email Medical Billing eRx Info Services Usage Sample Data Security Patient Payments Receipt Options

Doctor ID

Practice Group ID

First Name  Changing your name can affect drug prescriptions & clinical notes. If you need to change your name, please contact DrChrono support for more details.

Last Name

Specialty  +

Job Title

Timezone

Salutation

Suffix

Website

Home Phone

Office Phone

Cell Phone

Email Address

Password

DrChrono App Unlock PIN   4-digit numeric PIN for unlocking the mobile EHR app from inactivity.

Support PIN    4-digit numeric PIN for account identity verification when you contact customer support.

Current Plan

### Staff Account Information

First name

Last name **Staff**

Email Address  [Change Email](#)

Username

Home phone

Cell phone

DrChrono App Unlock PIN  [View/Edit](#)

Support PIN  [View](#) [Generate New PIN](#)

[Save staff account](#)

2. Select **View**.

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

Support PIN  [View](#) [Generate New PIN](#)

## Generate a new PIN

1. Do one of the following:

- If you are a provider, select **Account > Account Settings > Profile** tab.
- If you are a staff member, select **Account > Staff Account Information**.

2. Select **View** and then select **Generate New PIN**




## 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**.

ScheduleClinicalPatientsReportsBillingAccountMarketplaceHelp

Search



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

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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 dorothy.ludwig	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:06:05 PM EDT			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 dorothy.ludwig	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	Need provider approval before assisting
Staff	Staff	Need 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

## Unlock your account

Support can assist anyone who needs their [account unlocked](#).

## 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 the implementation of 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 that they have the necessary authorization to access the account and the associated PHI (and potentially represent the account owner) regarding the requested support.

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