

# DrChrono Support PIN

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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**.



Do not confuse the **DrChrono App Unlock PIN** with the **Support PIN**. You use the **DrChrono App Unlock PIN** to unlock your iOS devices.

## View your Support PIN

1. Do one of the following:

- If you are a provider, select **Account > Account Settings**. The **Support PIN** is on the **Profile** tab.
- If you are a staff member, select **Account > Staff Account Information**.

The screenshot shows the 'Account Settings' page with the 'Profile' tab selected. The 'Support PIN' field is highlighted with a red box. The field contains four asterisks and has a 'View' button next to it. To the right of the field is a 'Generate New PIN' button. Below the field is a 'Current Plan' dropdown menu set to 'Custom'.

Field	Value	Action	Description
Doctor ID	[Redacted]		
Practice Group ID	[Redacted]		
First Name	[Redacted]		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	Provider		
Specialty	Acupuncture	+	
Job Title	Other		
Timezone	(GMT-7:00) US - Pacific		
Salutation	-----		
Suffix			
Website			
Home Phone			
Office Phone	(720) 647-4948		
Cell Phone	(720) 647-4948		
Email Address	@drchrono.com	Change Email	
Password	Change Password		
DrChrono App Unlock PIN	....	View/Edit	4-digit numeric PIN for unlocking the mobile EHR app from inactivity.
Support PIN	....	View	4-digit numeric PIN for account identity verification when you contact customer support.
Current Plan	Custom		

### Staff Account Information

First name [Redacted]

Last name **Staff**

Email Address [Redacted]

Username [Redacted]

Home phone

Cell phone

DrChrono App Unlock PIN [Redacted]

**Support PIN** [Redacted]

2. Select **View**.

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

Support PIN

## Generate a new PIN

1. Do one of the following:

- If you are a provider, select **Account > Account Settings**. The **Support PIN** is on the **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**.

Date	Time	Patient	User	Type	Action	Details	IP
03/18/2024	05:06:19 PM EDT	496094	[Redacted]	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 [Redacted]	None
03/18/2024	05:05:58 PM EDT	496094	[Redacted]	Account	Not specified	Support PIN viewed for user [Redacted]	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:03:44 PM EDT	496094	[Redacted]	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	[Redacted]	Account	Not specified	Support PIN viewed for user [Redacted]	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:03:22 PM EDT	496094	[Redacted]	Account	Not specified	Support PIN viewed for user [Redacted]	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204
03/18/2024	05:02:54 PM EDT	496094	[Redacted]	Account	Not specified	Support PIN viewed for user [Redacted]	2605:a601:ac72:c200:d5e7:5fe4:ad72:8204

## 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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