

DrChrono Support PIN

Last modified on 10/23/2024 1:05 pm EDT

When you contact the [DrChrono Support team](#), you must provide the four-digit **Support PIN** to verify your account identity. A **Support PIN** is automatically generated when you sign up for DrChrono. To learn why you must use the **Support PIN**, see [Why do I need the Support PIN?](#)

Where is my Support PIN?

Do one of the following:

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

In **Account Settings**, the **Support PIN** is on the **Profile** tab.

Account Settings

Profile | [View](#) | [General](#) | [Email](#) | [Medical Billing](#) | [eRx Info](#) | [Services](#) | [Usage](#) | [Sample Data](#) | [Security](#) | [Patient Payments](#) | [Receipt Options](#)

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

Specialty [+](#)

Job Title

Timezone

Salutation

Suffix

Website

Home Phone

Office Phone

Cell Phone

Email Address [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](#) [Generate New PIN](#) 4-digit numeric PIN for account identity verification when you contact customer support.

Current Plan [Custom](#)

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](#)



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. Select **View**.

The **Enter Your Password** window opens.

2. Enter your DrChrono password and then select **Confirm**.

Enter Your Password

To view your PIN codes, please enter your password.

Your password

Confirm

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

Generate a new Support PIN

To change your **Support PIN**, do one of the following:

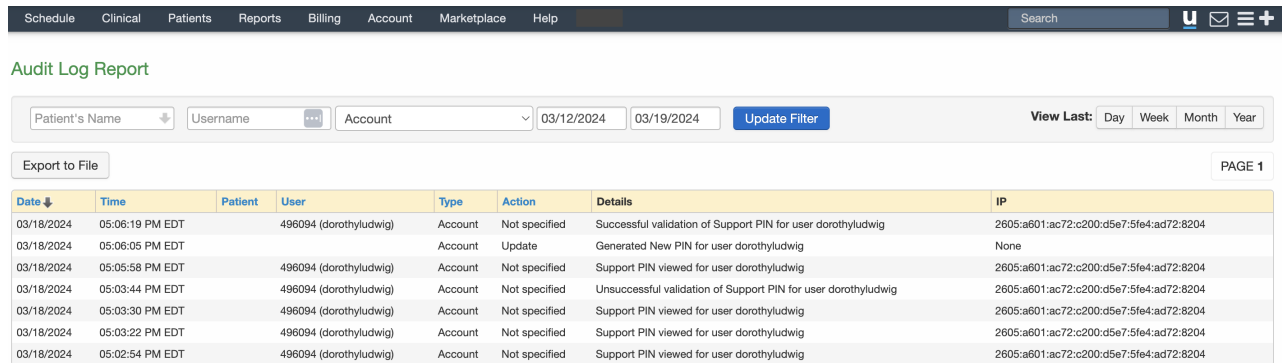
- If you are a provider, in **Account Settings**, select **Generate New PIN** and then select **Update Entire Profile**.
- If you are a staff member, in **Staff Account Information**, select **Generate New PIN** and then select **Save staff account**.

How do I use my Support PIN?

When contacting DrChrono's Support team by phone, email, or support case, a Support representative asks for

your **Support PIN** to verify your account identity 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 (Clinical > Audit Log)**.



The screenshot shows the 'Audit Log Report' interface. At the top, there is a navigation bar with links for Schedule, Clinical, Patients, Reports, Billing, Account, Marketplace, and Help. A search bar is on the right. Below the navigation bar, the title 'Audit Log Report' is displayed. A filter section includes dropdowns for Patient's Name, Username, and Account, along with date pickers for 03/12/2024 and 03/19/2024, and an 'Update Filter' button. A 'View Last' section has radio buttons for Day, Week, Month, and Year. An 'Export to File' button is on the left, and 'PAGE 1' is on the right. The main content is a table with the following columns: Date, Time, Patient, User, Type, Action, Details, and IP.

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

Using the **Support PIN** is more secure than other identity validation methods, such as security questions that malicious actors can easily obtain through social media and other public sources. It enables us to confirm 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.