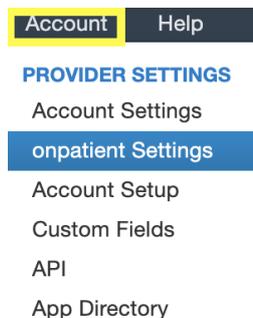


# How to Enable OnPatient Messaging

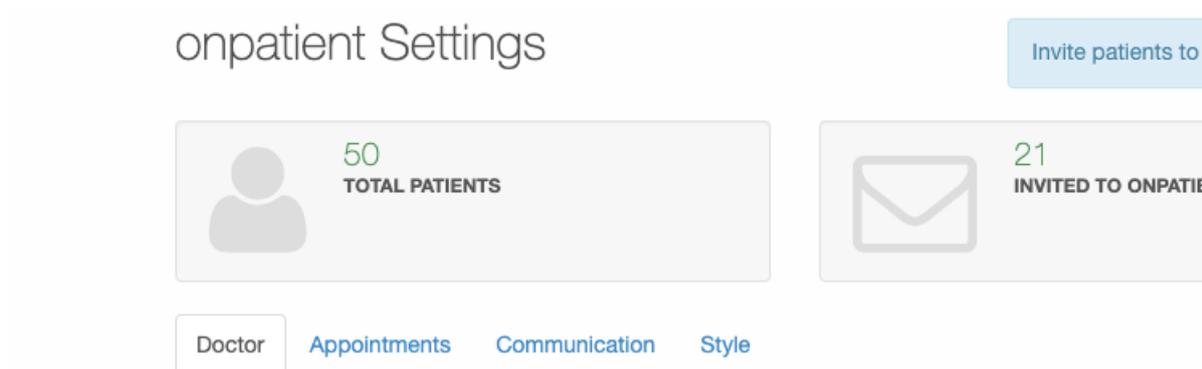
07/08/2024 7:34 pm EDT

By default, patients cannot exchange messages with you via the OnPatient portal. To enable OnPatient messaging, you need to access your OnPatient settings.

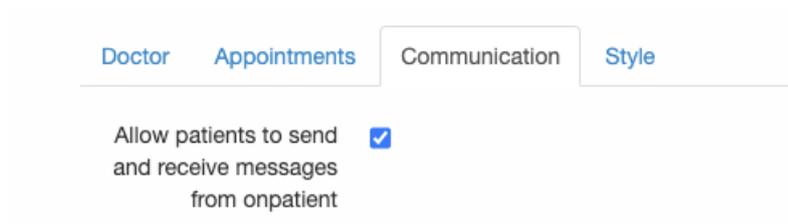
- To begin, mouse over **Account** on your DrChrono navigation bar and select **OnPatient Settings**.



- Within your OnPatient Settings, select the **Communication** tab.



- In the Communication tab, make sure that the **Allow patients to send and receive messages from OnPatient** checkbox is checked. When you check this box, you will be able to exchange messages with your patient via OnPatient.



- When you're done, select the **Update OnPatient Settings** button at the bottom of the page.

**Update onpatient Settings**

- To send a message to your patient, go to your patient's chart, select **Communication**, then select new message under the Messages tab.

[+ Add new patient](#)

**Demographics**  
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 Documents  
 Tasks  
 Problem List  
 Medication List  
 Send eRx  
 Allergy List (NDA)  
 Drug Interactions  
 CQMs  
 Intake Data  
 Lab Orders  
 Immunizations  
 Growth Charts  
 onpatient Access  
 Education Resources  
**Communication**

**Laurie Sample** (Female | 31 years old | Dec. 8, 1990) SAJA00001

**Phone:** (443) 555-5555    **Email:**    **Date Added:** Jan. 4, 2022  
**Address:** 328 Gibraltar Dr, Sunnyvale, CA 60005    **Last Scheduled Appt:** Thu Mar 31, 2022  
**CDS:** Adult Immunization Schedule Age: 27-49    **Next Scheduled Appt:** Mon Apr 04, 2022

[Access enabled](#)   [New Referral](#)   [Fax Demographics](#)   [Print Demographics](#)   [Vitals](#)   [+ Schedule New Appointment](#)

**Messages**   [Reminders sent](#)   [Communication Logs](#)

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From	To	Title	Date / Time
Dr. James Smith	Laurie Sample	Lab Results	Apr 06, 2022 11:21 a.m. <a href="#">Retract from onpatient</a>
Dr. James Smith	Laurie Sample	Clinical Summary	Mar 04, 2022 3:46 p.m. <a href="#">Retract from onpatient</a>
Laurie Sample	Dr. James Smith	Attached Files	Feb 22, 2022 8:27 a.m.

**Communication**

- For a patient to send you a message, within the OnPatient portal, have your patient select the mail icon, then select **New Message**.


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**Messaging** [Send Message](#)