How to Enable OnPatient Messaging

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**.
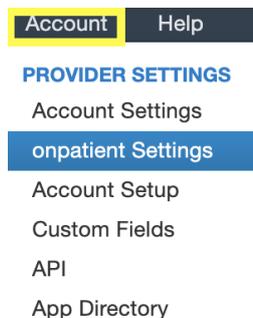
- Within your OnPatient Settings, select the **Communication** tab.
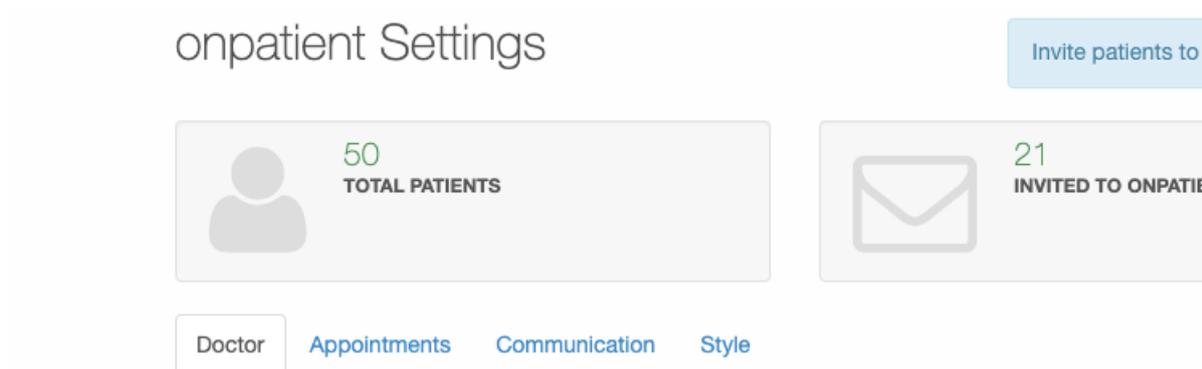
- In the Communication tab, make sure that the **Allow patients to send and receive messages from OnPatient** checkbox is checked. When you check this box, you will be able to exchange messages with your patient via OnPatient.
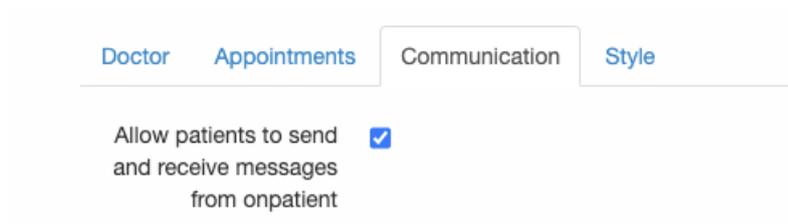
- When you're done, select the **Update OnPatient Settings** button at the bottom of the page.

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

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