

Port Your Fax Number to DrChrono

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If you have an existing fax number you want to use as your DrChrono fax, you can port it so your fax number does not change when you set up your DrChrono account. Many fax numbers can be ported to DrChrono, but not all can due to restrictions on how your original fax number is set up. DrChrono's fax service only supports porting with US and Canadian numbers.

Check with your current fax carrier to see if they allow porting. Make sure the contact information that they have on file is accurate. The number one reason for a delay or rejection in porting a fax line is that the information submitted does not match what the carrier has on file.



If the fax line is used for your internet service or credit card reader, do not port your number and continue to use call forwarding.



To port your fax, [create a support case](#).

Provide your support representative with the following information:

- The number you want to port
 - Authorizing person
 - Your email address
 - Exact name/address used for billing on that account
 - **Account #:** The account number with the current carrier for the number you want to port
 - **Billing phone #:** The phone number the current carrier has on file for your account
 - The current carrier the number is associated with (for example, AT&T)
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