Port Your Fax Number to DrChrono

Last modified on 08/27/2025 4:59 pm EDT

Before you begin the porting process | **Use your existing fax number with DrChrono**

Before you begin the porting process

Check with your current fax vendor to confirm that your number can be ported. It's also important to ensure that the contact information they have on file is accurate and up to date.

The most common reason for delays or rejections during the porting process is a mismatch between the submitted information and what your current vendor has on record.

Use your existing fax number with DrChrono

If you have an existing fax number that you'd like to use with your DrChrono account, you can port it over, which allows you to keep your current number when setting up your DrChrono account.

While many fax numbers can be successfully ported to DrChrono, some may not be eligible because of their original setup. DrChrono only supports porting fax numbers from the US and Canada.

> ℹ️ 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 number, create a support case.

Provide your Support representative with the following information:

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