

# Change DrChrono Account Email Addresses

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[Change your email address as a provider](#) | [Change staff members' email addresses as a practice administrator](#) | [Change your email address as a staff member](#)

Providers can update their DrChrono email address in **Account Settings**. Practice administrators can update staff members' email addresses in **Staff Members**, while staff members can update their own email addresses in **Staff Account Information**. New email addresses must use a domain approved by your practice group. The **Audit Log** tracks every time you update your email address.

It is also possible for the DrChrono Support Team to change a user's email in unique circumstances when a user is unable to access the system to perform the steps below. In this event, a support ticket will need to be created.



To turn this feature off or allow new email domains, [create a support case](#).

## Change your email address as a provider

1. Select **Account** > **Provider Settings** (*Account Settings*).
2. Select **Change Email**.

Account Settings

Profile View General Email Medical Billing eRx Info Services Usage

Doctor ID 502782

Practice Group ID 500588

First Name  Changing your name support for more details.

Last Name

Specialty  +

Job Title

Timezone

Salutation

Suffix

Website

Home Phone

Office Phone

Cell Phone

Email Address  **Change Email**

3. Enter your new email address.
4. Select **Send Verification Link**.

Change Email

Enter your new email address. You will receive a verification email at the new address provided.

Current Email

@drchrono

New Email

Cancel

Send Verification Link

5. An email from [no-reply@drchrono.com](mailto:no-reply@drchrono.com) will be received at the original email address to ensure the change is intended and was initiated by the user in control of the email address.

Important: Email Change Request

Dear **User**

We've received a request to change the email address associated with your DrChrono account.

Current email: **Old Address**

New email: **New Address**

This change will be processed after a 2-hour security delay unless you deny this change.

**If you did NOT request this change:**

- Click the "Deny Change" button below to immediately cancel this request
- Contact our support team at [support@drchrono.com](mailto:support@drchrono.com) or call (844) 569-8628
- Consider changing your password immediately

Deny Change

**If you DID request this change:**

After 2 hours, a verification email will be sent to **New Address**

Alternatively, you can click the button below to verify and process this change immediately:

Verify Immediately

This email change request will expire in 72 hours if not completed.

Thank you,  
The DrChrono Team

6. Select the '**Verify Immediately**' button within the received email.  
A web page opens and shows a successful email verification message.  
For further validation, the change was made, log in to DrChrono once again, and see the change reflected within the **Provider Settings** page.



If you no longer have access to the original email address, another verification email will be sent in 2 hours to the **new** address.



If you are set up for single sign-on (SSO), you must change the email address associated with your identity provider. [Learn how to request SSO for your account.](#)

## Change staff members' email addresses as a practice administrator

1. Select **Account** > **Staff Members** > **Staff** tab.
2. Select **Edit** (for a specific staff member).

Providers Staff Groups

Staff

Login	Name	Email	Primary Provider	Cell	Home	Emer Acs	2-Fac Sec*	
camilles	Camille Staff		Provider			✓	Inactive	<a href="#">Setup</a> <a href="#">Edit</a> <a href="#">Delete</a>

3. Select **Change Email**.

### Edit Office Staff

First name

Camille

Last name

Staff

Primary Provider

Provider

Email address

Change Email

4. Continue from [step 3](#) in the provider procedure.

## Change your email address as a staff member

1. Select **Account** > **Staff Account Information**.
2. Select **Change Email**.

Staff Account Information	
First name	<b>Camille</b>
Last name	<b>Staff</b>
Email address	<input type="text" value="@drchrono.com"/> <a href="#">Change Email</a>

3. Continue from [step 3](#) in the provider procedure.
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