

# Change DrChrono Account Email Addresses

Last modified on 01/27/2026 7:47 pm EST

**Change your email address as a provider** | **Change a provider's or staff member's 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.

The DrChrono Support team may update a user's email address in exceptional cases when the user cannot access the system to complete the steps below. In these situations, you must create a support case.



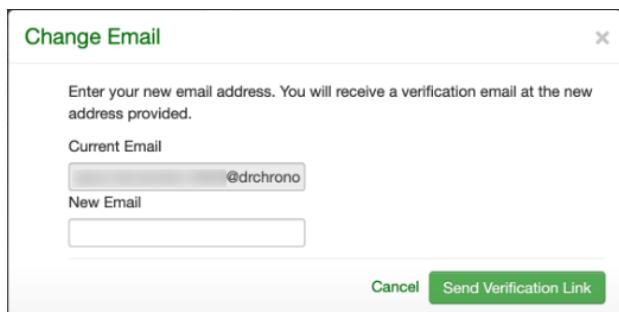
To turn this feature off or allow new email domains, [create a support case](#).

## Change your email address as a provider

1. Select Account > Account Settings.
2. Select **Change Email**.

The screenshot shows the 'Account Settings' page with the 'Email' tab selected. The 'Email Address' field contains '@drchrono.com'. To the right of the field is a 'Change Email' button, which is highlighted with a red arrow. Other tabs visible include Profile, View, General, Medical Billing, eRx Info, Services, and Usage.

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



5. You'll receive an email from [no-reply@drchrono.com](mailto:no-reply@drchrono.com) 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 **Verify Immediately** in the email.

A web page opens and shows a successful email verification message. For further validation that the change was made, log in to DrChrono again to see the change reflected in **Account Settings**.



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 a provider's or staff member's email addresses as a practice administrator

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

Providers   Staff   Groups

**Providers**

Login	Plan Type	Name	Email	Cell	Home	2-Fac Sec*	Supervising/Rendering Provider**
sample	Employee	Heather Provider	sample@email.xyz	(111) 111-1111	Inactive	No Second Clinical Signature Required	

Providers   Staff   Groups

**Staff**

Login	Name	Email	Primary Provider	Cell	Home	Emer Acs	2-Fac Sec*
camilles	Camille Staff					✓	Inactive   

3. Select **Change Email**.

**Edit Provider**

First name	<input type="text" value="Heather"/>
Last name	<input type="text" value="Provider"/>
Username	<input type="text" value=""/>
Email Address	<input type="text" value="@drchrono.com"/> 

**Edit Office Staff**

First name	<input type="text" value="Camille"/>
Last name	<input type="text" value="Staff"/>
Primary Provider	<input type="text" value="Provider"/>
Email address	<input type="text" value=""/> 

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"/> <span style="border: 1px solid red; padding: 2px;">Change Email</span>

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

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