

Change DrChrono Account Email Addresses

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[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**.

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. You'll receive an email from 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 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
							 Edit

Providers

Staff

Groups

Staff

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

3. Select **Change Email**.

Edit Provider

First name

Heather


Last name

Provider

Username

Email Address

@drchrono.com

 [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	Camille
Last name	Staff
Email address	<input type="text" value="@drchrono.com"/> Change Email

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