

Change DrChrono Account Email Addresses

Last modified on 10/01/2024 8:06 pm EDT



This feature will be gradually rolled out to customers starting on October 7 and available to all customers by October 28.

Providers can change their DrChrono account email address in **Account Settings**. Practice administrators can change staff members' email addresses in **Staff Members**. Staff members can change their email addresses in **Staff Account Information**. The new email address can be any domain your practice group approves. The **Audit Log** tracks every time you update your email address.



Create a support case to turn this feature off (ask for the **Enable email update** checkbox to be cleared) or allow new email domains.

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 page contains various fields for user information, including Doctor ID, Practice Group ID, First Name, Last Name, Specialty, Job Title, Timezone, Salutation, Suffix, Website, Home Phone, Office Phone, and Cell Phone. The 'Email Address' field is currently set to '@drchrono.com'. A red arrow points to the 'Change Email' button located to the right of the email address field.

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

New Email

Cancel Send Verification Link

5. Select the verification link in the email.
 A web page opens and shows a successful email verification message.

i
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.
2. Select Edit.

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

3. Select Change Email.

Edit Office Staff

First name

Last name

Primary 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"/> <input type="button" value="Change Email"/>



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