

# Change DrChrono Account Email Addresses

Last modified on 06/16/2026 7:44 pm EDT

## [Change a provider's email address](#) | [Change a staff member's email address](#)

You can update provider email addresses in **Account Settings** and staff email addresses on the General Management **Staff** page.

New email addresses must use a domain approved by your practice group. All email address changes are recorded in the **Audit Log**.

DrChrono Support can update a user's email address if the user cannot access the system. To request this, submit a support case.



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

## Change a provider's email address

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 at the bottom right of the form.

3. Enter your new email address and 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](#)

An email is sent to both your old and new email addresses to confirm that the change was requested and authorized by the owner of the current email address.

#### Email change request to the old email address

Important: Email Change Request



no-reply@drchrono.com <no-reply@drchrono.com>

Today at 1:49 PM

To: old 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 email address

New email: new email 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 email address

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

→ Verify Immediately

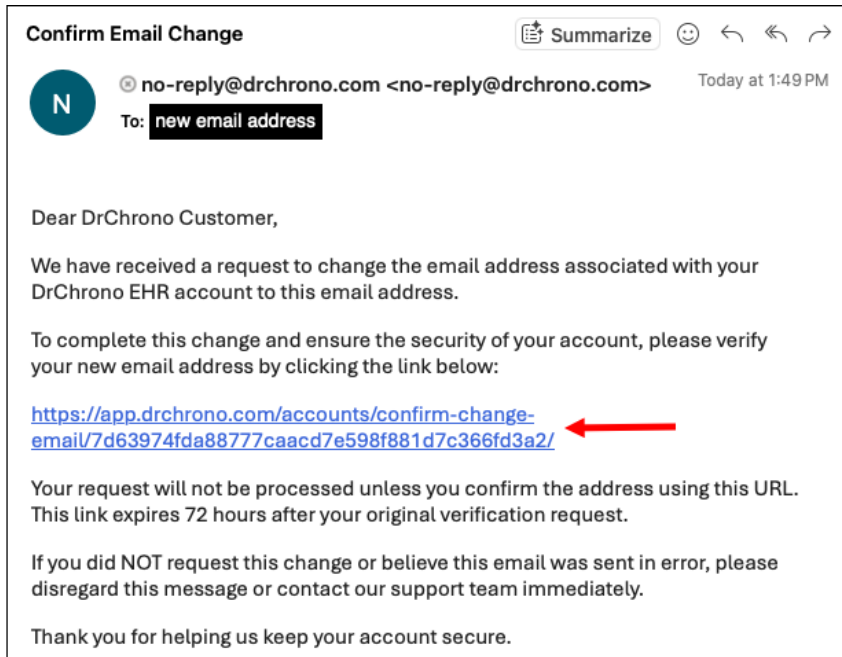
This email change request will expire in 72 hours if not completed.

Thank you,  
The DrChrono Team



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

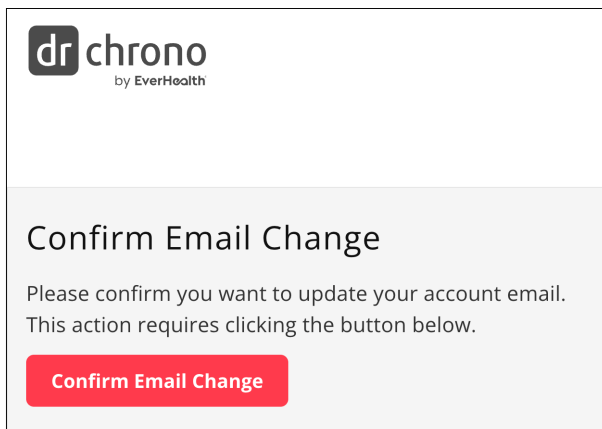
## Email change confirmation to the new email address



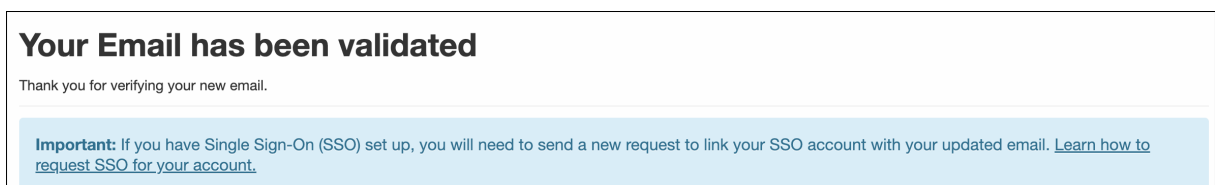
4. Select **Verify Immediately** in the email sent to the old address OR select the email verification link sent to the new email address. The verification link is only valid for 72 hours.

A web page opens where you must confirm the email change.

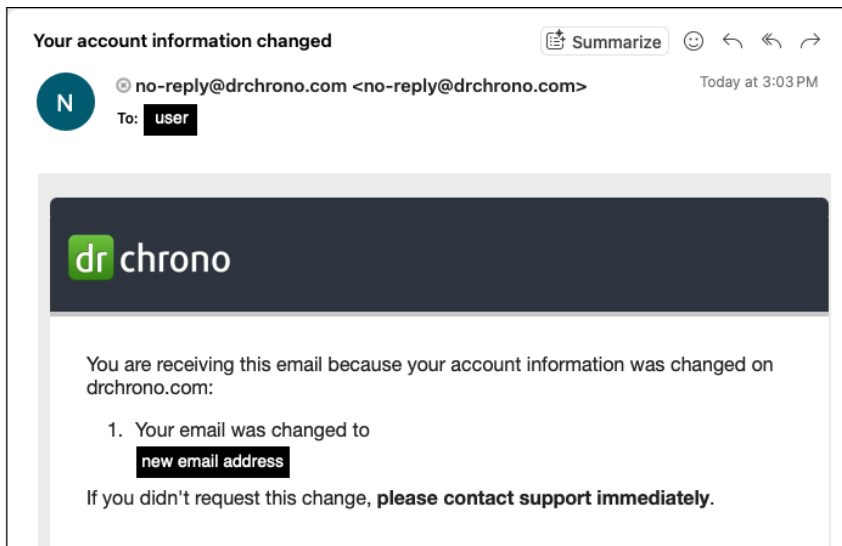
5. Select **Confirm Email Change**.



You receive a successful email verification message.



An email notification is sent to both your old and new email addresses to confirm your email address has been changed.



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 staff member's email address

The **Enable email update** setting is turned on by default on the **Staff** page, allowing staff to update their email addresses.

1. Select **Account > Practice Management > General Management > Staff**.
2. Select **View** for a specific staff member.

| Staff   | 2-Factor Auth | Action  |
|---|---------------|---|
| <b>Camille Nurse</b> <span>Nurse (System)</span><br>Username: camilles   Email: cnurse@email.xyz<br>Cell Phone: 111-222-3333<br>Primary Provider: Hannah Provider | ✘             | <span style="color: red; font-weight: bold;">➔</span> <a href="#">View</a> <a href="#">Deactivate</a> |
| <b>Marcus Staff</b> <span>Nurse (System)</span><br>Username: marcusstaff   Email: mstaff@email.xyz<br>Primary Provider: Hannah Provider                           | ✘             | <a href="#">View</a> <a href="#">Deactivate</a>   |
| Showing 2 of 2 records  |               | <i>You have reached the end.</i>  |

3. Select **Edit** to open the **Update Staff** drawer.

Basic → Edit

|  |   |                                   |
|--|---|-----------------------------------|
| <b>First Name</b><br>Camille               | <b>Care Team Role</b><br>General nurse (occupation) | <b>Email</b><br>cnurse@email.xyz  |
| <b>Last Name</b><br>Nurse                  | <b>Care Team Identifier</b><br>-                    | <b>Cell Phone</b><br>111-222-3333 |
| <b>Primary Provider</b><br>Hannah Provider | <b>Username</b><br>camilles                         | <b>Home Phone</b><br>-            |

| Setting                   | Status | Detail |
|---------------------------|--------|--------|
| DrChrono App Unlock PIN   |        | 8453   |
| Enable email update       | ✓      |        |
| Restrict offices          | ✗      |        |
| Send daily billing report | ✓      |        |

4. Select **Change Email** to open the **Change Email** window.

Update Staff ×

### Staff Information

First Name \*  Last Name \*

Primary Provider \*  ×

Username \*  Reset Password Email  → Change Email

Cell Phone  Home Phone

### Staff Setting

DrChrono App Unlock PIN \*  0 / 4

Enable email update    
Allow the staff to update their email

Restrict Offices  ×

Send daily billing report

Cancel Save Changes

5. Enter the new email address and select **Send Verification**.

### Change Email ✕

**Current Email**

**New Email \***

[Cancel](#) [Send Verification](#)

An email is sent to both your old and new email addresses to confirm that the change was requested and authorized by the owner of the current email address.

6. [Continue the email change process in the provider procedure](#) (after step 3).
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