Access DrChrono Support

DrChrono knowledge base

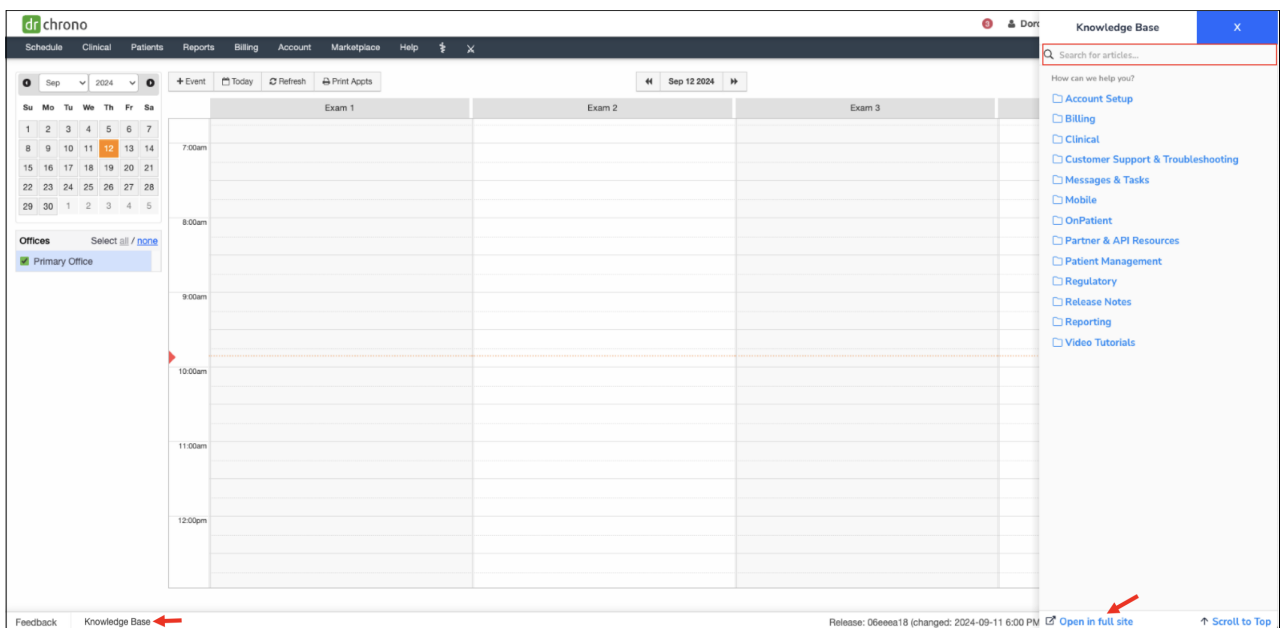Our comprehensive knowledge base is always available and answers many common questions and issues.

Access the knowledge base

To access the knowledge base, do one of the following:
- Go to support.drchrono.com.
- Open the knowledge base widget.
- In DrChrono, select **Help > Knowledge Base**.

Open the knowledge base widget

In DrChrono, select **Knowledge Base** in the footer. The **Knowledge Base** widget opens on the right side. Search for articles in the widget or select **Open in full site** to go to the knowledge base website.

Contact Support

Support regular business hours

Monday to Friday from 8:00 AM to 6:00 PM ET (closed for lunch from 12:00 to 1:00 ET)

Create a case from the Submit a Request page

1. Go to the Submit a Request page and fill out the form.

2. Select **Next** to go to the next form section.

3. **Optional:** Upload files to the support case.

4. To submit your case, select **Submit**.

Create a case from the knowledge base

1. Do one of the following:

   - Go to support.drchrono.com.

   - In DrChrono, select **Help > Knowledge Base**

2. Select **Contact Us** in the upper right corner of the page.
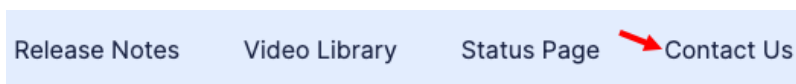
The support case form opens in a new tab. Continue with the steps in Create a case from the Submit a Request page.

Live chat support

Our live chat support is available on every page of the DrChrono application during regular business hours.

1. To open the chat widget, select **Practice Chat** on the bottom right corner of the page.

2. Fill out the form and then select **Start Conversation**.

Our digital assistant, Dr. C, joins the conversation.

3. You can transfer to a Support agent, submit a case, go to the knowledge base, or end the chat.

A Support agent may have to further investigate or escalate the issue. If this needs to occur, the agent

transitions your chat into a case and follows up with you on the next steps.

The chat widget is always available; however, you can submit a case during non-chat hours, which creates a support case for the Support team to address during regular business hours.

> ℹ️ If chat volumes are too high, chat support is temporarily disabled. However, you can still submit a case from within the knowledge base or call us at 650-988-5379 during regular business hours.

Phone support

For complex issues or when you prefer to speak with a Support representative directly, you can call 650-988-5379 during regular business hours.

> 💡 Have your support PIN ready when you call our Support team.

If you reach out to Support via voicemail during or after business hours, leave us a message with the following information:
- Your name
- Your email address
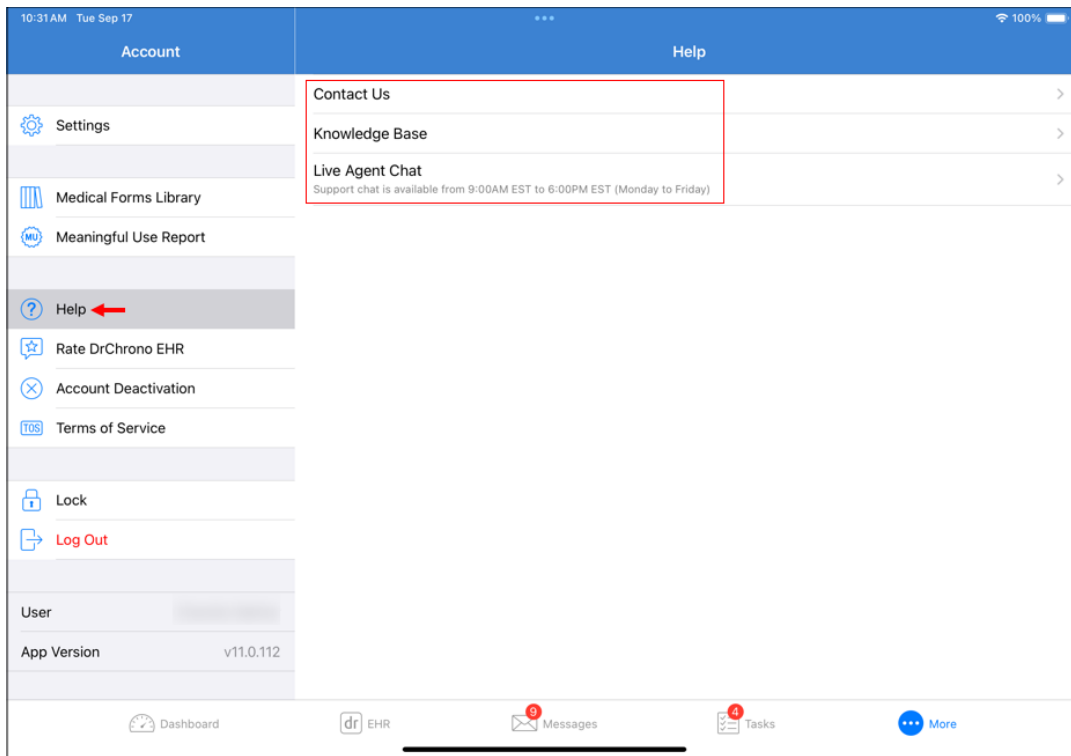- Name of your practice or company

Mobile application support

1. To access Support features within the DrChrono mobile application, tap **More > Account Settings**.
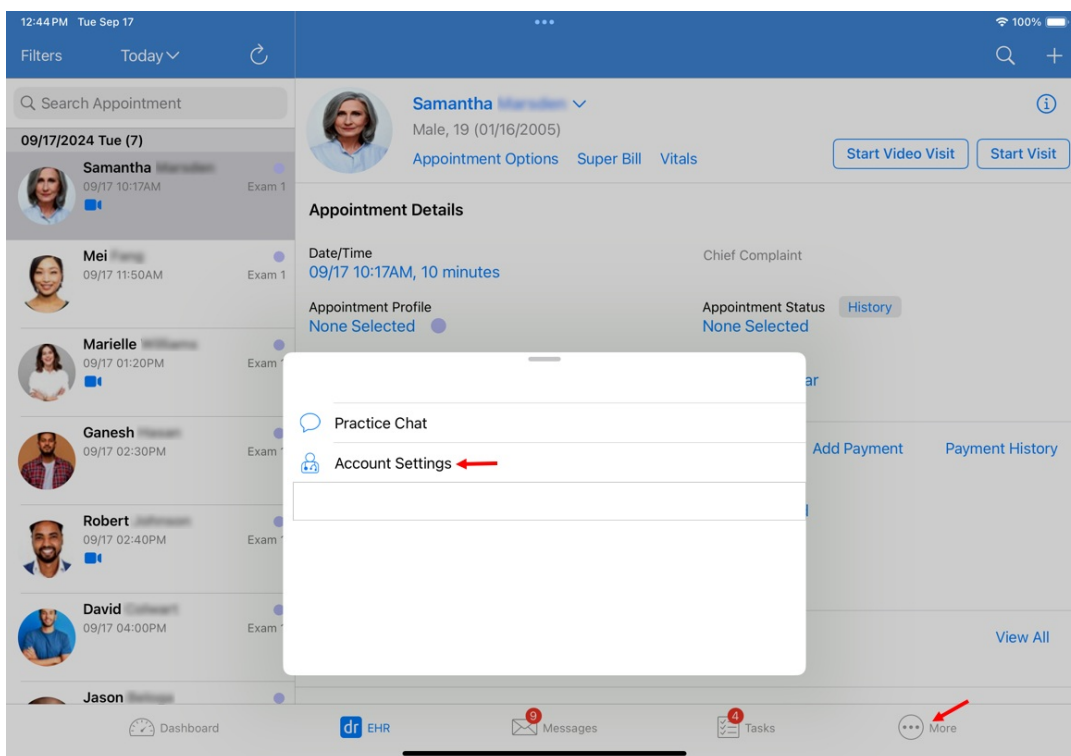
2. Tap **Help** on the left pane.

3. You can submit a case by tapping **Contact Us**, go to our knowledge base by tapping **Knowledge Base**, or chat with a live agent by tapping **Live Agent Chat**.

Additional Resources

- Release Notes
- Video Library