

# Access DrChrono Support

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## 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:

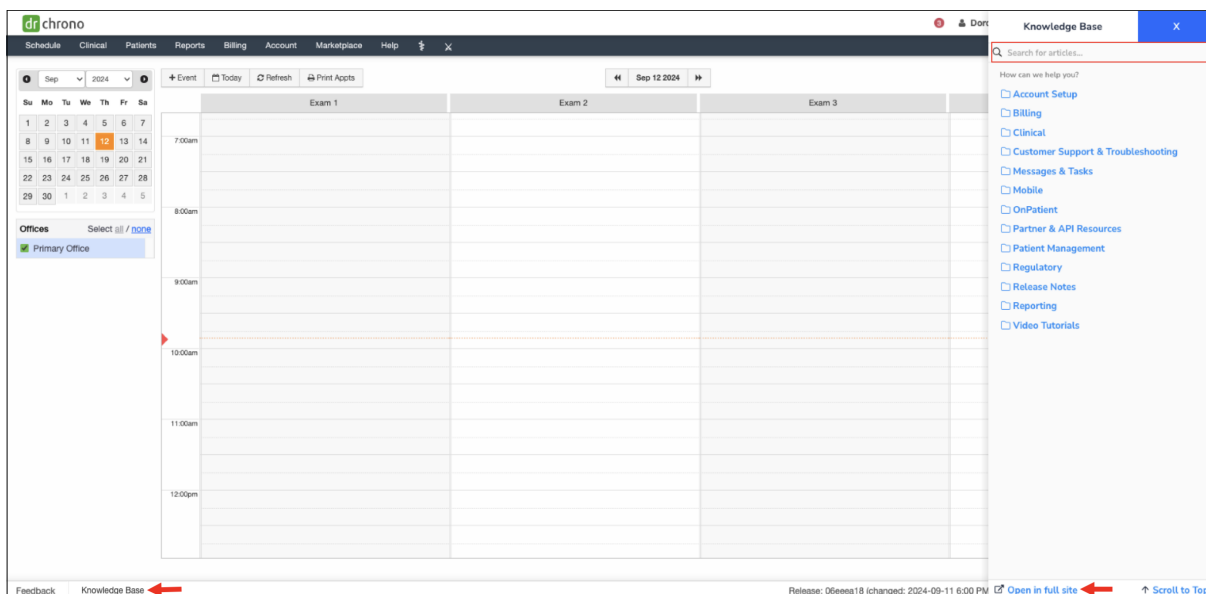
- Go to [support.drchrono.com](https://support.drchrono.com).
- [Open the knowledge base widget](#).
- In DrChrono, select **Help > Knowledge Base**.

## Open the knowledge base widget

1. In DrChrono, select **Knowledge Base** in the footer.

The **Knowledge Base** widget opens on the right side.

2. Search for articles in the widget or select **Open in full site** to go to the knowledge base.



## Contact Support

### Support regular business hours

Monday to Friday from 8:00 AM to 8:00 PM ET

### Live chat support business hours

Monday to Friday from 9:00 AM to 6:00 PM ET

# Live phone support business hours

Monday to Friday from 8:30 AM to 5:00 PM ET.



If a live agent cannot assist you, [create a case](#) or log in to the DrChrono application to chat live with a support agent.

## 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.

**Submit a Request**

\* First Name  \* Last Name

\* Your Email Address

\* Phone Number

\* DrChrono Username

Practice Name (optional)

\* Subject

\* Description

\* Department

**Next**

3. **Optional:** Upload files to the support case.
4. Select **Submit**.

**Supporting Files**

If any screenshots or other files need to be attached to the ticket, please upload them below.

Add Attachments

Or drop files

Accepted File Formats: .jpg, .jpeg, .png, .heic, .gif, .svg, .mp4, .mov, .avi, .mp3, .wav, .zip, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .csv, .pdf, .txt, .xml, .rar

**UPLOADED FILES:**

## Create a case from the knowledge base

1. Do one of the following:
  - o Go to [support.drchrono.com](https://support.drchrono.com).
  - o In DrChrono, select **Help > Knowledge Base**

2. Select **Contact Us** in the upper right corner of the page.


Release Notes   Video Library   Status Page    Contact Us

The support case form opens in a new tab.

3. Continue with the steps in [Create a case from the Submit a Request page](#).

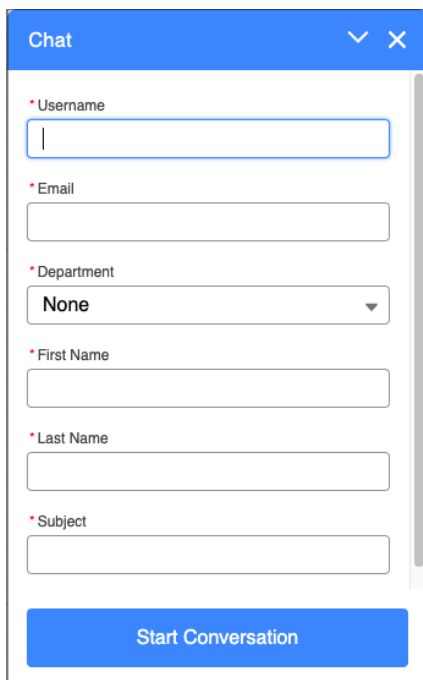
## Live chat support

Our live chat support is available on every page of the DrChrono application during the [live chat hours](#).

1. To open the chat widget, select the blue chat icon  on the bottom right corner of the page.
2. Fill out the form and then select **Start Conversation**.



Select **Billing** or **Clinical** for the department so our Support team can quickly address your chat.



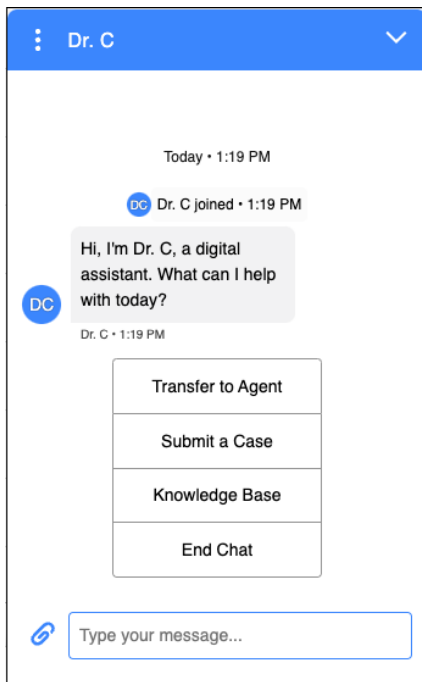
The screenshot shows a chat widget titled "Chat" with a close button (X) and a dropdown arrow. The form contains the following fields:

- \* Username**: A text input field.
- \* Email**: A text input field.
- \* Department**: A dropdown menu with "None" selected.
- \* First Name**: A text input field.
- \* Last Name**: A text input field.
- \* Subject**: A text input field.

At the bottom of the form is a blue button labeled "Start Conversation".

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

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



A Support representative may have to investigate or escalate the issue. If necessary, the representative will transition your chat into a case and follow up with you on the next steps.

The chat widget is always available; however, you can create a case during non-chat hours for the Support team to address during [regular business hours](#).



If chat volumes are too high, chat support is temporarily disabled. You can still [create a case from within the knowledge base](#) or call us at 650-988-5379 during [live phone support hours](#).

For complex issues or to speak with a Support representative directly, call 650-988-5379 during live phone hours.



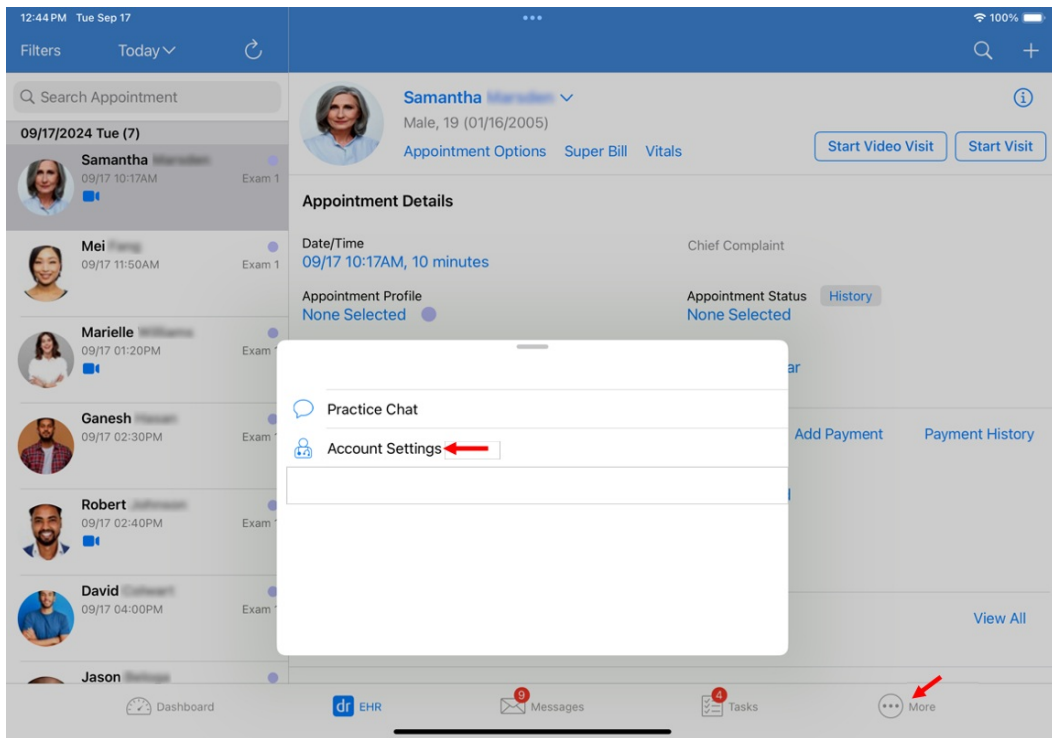
Have your [Support PIN](#) ready when you call our Support team.

If you contact 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

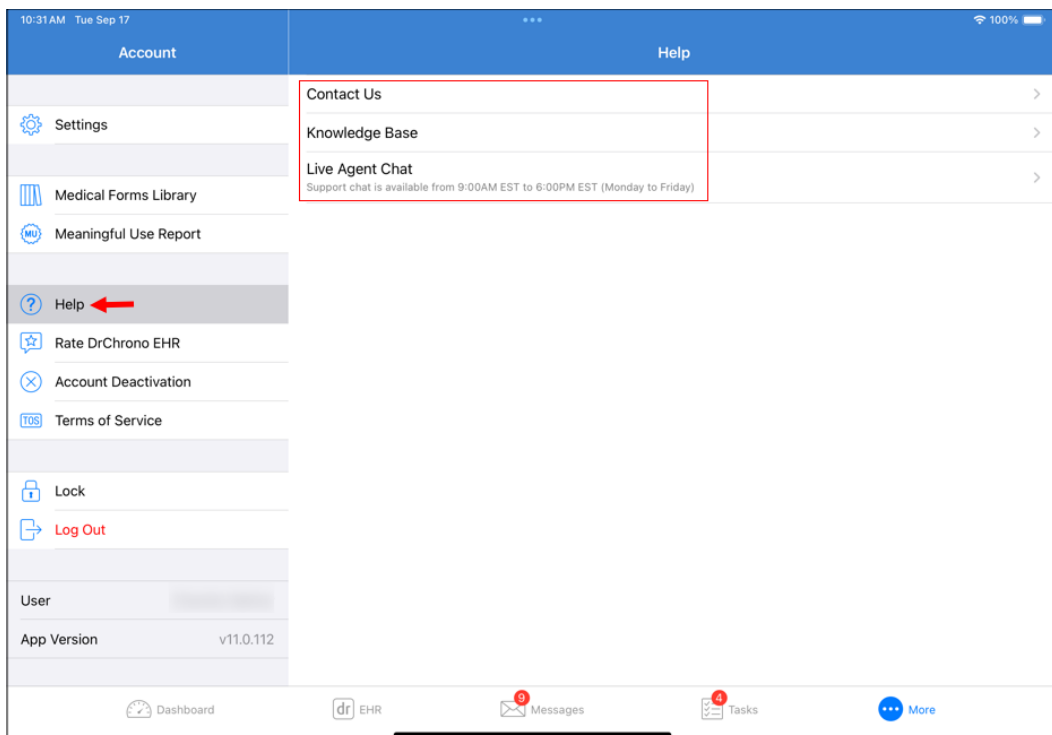
## Mobile application support

1. To access Support features within the DrChrono mobile application, tap **More > Account Settings**.



2. Tap **Help** on the left pane.

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



## Additional Resources

- [Release Notes](#)
- [Video Library](#)

