Access DrChrono Support

Last modified on 05/16/2025 3:53 pm EDT

DrChrono knowledge base Contact Support Live chat support Mobile application 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

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.

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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	
you@example.com	
* Phone Number	
DrChrono Username	
Practice Name (optional)	
Subject	
*Description	
	ß
*Department	
None	
	New
	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 ① Upload Files 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:	
	Previous 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.

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 thelive chat hours.



Live support chat is unavailable on payment processing screens. Go to a different screen or page to use live chat support.

1. To open the live chat form, select **Help** in the footer.



The username, email address, first name, and last name are prefilled.

2. Select the department, fill in the subject, and then select **Start Conversation**.

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

Chat		~ ×
* Email		
Nor aver	@drchrono.com	
* Department		
None		•
* First Name		
Anna		
*Last Name		
Provider		
* Subject		
Username		
aprovider		
	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.

: 1	Dr. C	~
DC	Today • 1:19 PM Transfer to Agent Submit a Case Knowledge Base End Chat	
6	Type your message	

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 form 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 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.

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	David 09/17 04:00PM	Exam '		View All
-	Jason	•	_ 0 _0	
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- 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**.

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Account	Help	
	Contact Us	>
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Rate DrChrono EHR		
Account Deactivation		
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Additional resources

- Release Notes
- Video Library