

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.
- [Open the knowledge base widget](#).
- In DrChrono, select **Help** > **Knowledge Base**.

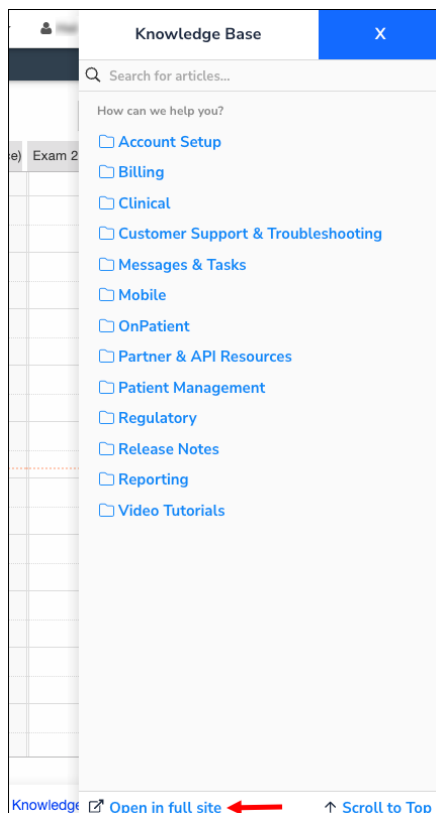
Open the knowledge base widget

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

you@example.com

* Phone Number

* DrChrono Username

Practice Name (optional)

* Subject

* Description

* Department

--None--

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

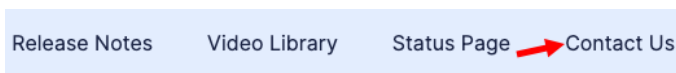
Or drop files

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

- Do one of the following:
 - Go to support.drchrono.com.
 - In DrChrono, select **Help > Knowledge Base**
- 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 the [live chat hours](#).



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

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



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

- 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

@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.

Dr. C

Today • 1:19 PM

Dr. C joined • 1:19 PM

Hi, I'm Dr. C, a digital assistant. What can I help with today?

Dr. C • 1:19 PM

Transfer to Agent

Submit a Case

Knowledge Base

End Chat

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 support hours.



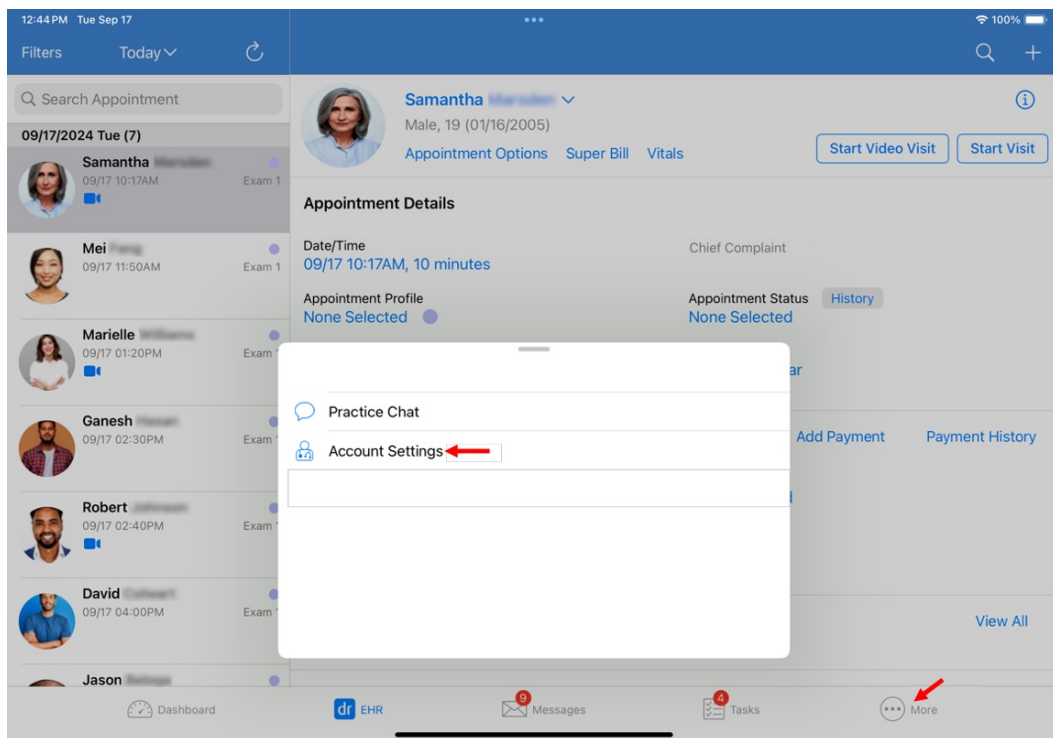
Have your **Support PIN** ready when you call our Support team.

If you contact Support via voicemail during or after business hours, leave us a message with the following information:

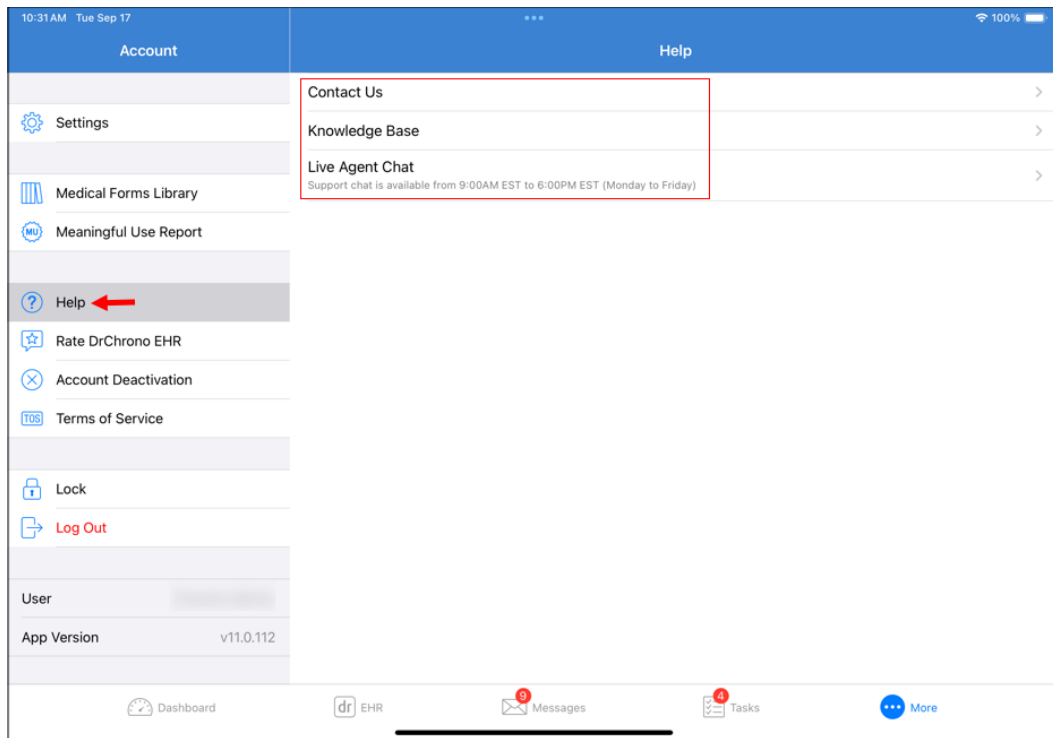
- Your name
- Your email address
- Name of your practice or company

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](#)