

# Access DrChrono Support

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## DrChrono support chat

Meet your AI-powered support assistant—designed to get you answers faster and make getting help easier than ever. Available 24/7, this chat functionality provides instant guidance, helps you create support cases anytime, and seamlessly connects you with a live agent when needed.

- [DrChrono Support Chat](#)
- [DrChrono Support Chat \(Video\)](#)

## Contact Support

- 24/7 chat with our AI-powered support chat for immediate, AI-trained answers around the clock. No waiting and no tickets required for common questions.
  - **Web:** Select **Help** in the footer.
  - **Mobile app:** Tap **Account** > **Help** > **Live Agent Chat**.
- **Live chat:** Support specialists are available Monday–Friday, 8:00 AM–8:00 PM ET. Fast responses, no wait.
- **EverHealth Self-Service Portal:** Submit cases 24/7
- **Phone support:** (844) 569-8628 – Reach Support specialists Monday–Friday, 8:00 AM–8:00 PM ET.



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



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

## Mobile app support

1. To access Support features within the DrChrono mobile app, tap **Account** > **Help**.
2. Do one of the following:
  - **Create a case:** Tap **Contact Us**
  - **Go to our knowledge base:** Tap **Knowledge Base**
  - **Chat live with a our support chat or a live Support agent:** Tap **Live Agent Chat**

