

OutcomeMD, DrChrono staff authentication errors

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Is a staff member receiving an error message when trying to open OutcomeMD in DrChrono?

If so, do the following:

- What role is the user?
 - Role = Provider
 - Please submit a OutcomeMD support ticket via Helpscout or contact your OutcomeMD customer success rep
 - Include the following in your ticket:
 - Login email of the user account is experiencing the issue:
 - Date issue occurred:
 - Times it has occurred since the date it started:
 - Role = Staff
 - **At this time, the integration does not support Staff accounts. Please log in using a Provider account.**

[DrChrono: Why am I receiving this error message? OutcomeMD support hub article](#)
