Unlock Your DrChrono Account

Last modified on 09/09/2026 9:52 pm EDT

Reset your password | **Contact support**

Your DrChrono account is locked after five unsuccessful login attempts. This protects your account and your patients' information from unauthorized access. When your account is locked, you have two ways to unlock it, and both end with you setting a new password.

Reset your password

The fastest way to unlock your account is to reset your own password. As soon as you successfully create a new password, DrChrono unlocks your account automatically.

> If you don't have access to the email address on file, you won't be able to complete a password reset. In that case, contact Customer Support instead.

Contact support

If you can't reset your own password, your practice's primary provider or contract signatory can submit a support case on your behalf to request an account unlock.

1. Have your primary provider or contract signatory contact our Customer Support team to request an account unlock.
2. Once Customer Support verifies the request, they unlock your account and generate a one-time temporary password.
3. Customer Support shares the temporary password with you.
4. Log in using the temporary password.
5. When prompted, create a new password.

> The temporary password works only once. Customer Support never sees the new password you create.