

DrChrono Is Down: How to Use PaySimple Directly

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If **DrChrono** is temporarily unavailable, you can continue accepting payments using **PaySimple directly**. Follow the steps below to ensure smooth payment processing during a DrChrono outage.

Step 1: Contact the PaySimple Care Team

Reach out to the **PaySimple Care Team** and request to be **enabled for direct access to PaySimple**. This will allow you to continue processing payments **outside of DrChrono**.

📞 **Contact Info:** 800-466-0992 (Monday - Friday 9am-6pm EST)

✉️ **Email:** care@paysimple.com

Step 2: Process Payments Through the PaySimple Portal

After you're set up:

1. Log in to the PaySimple portal.
2. Continue to process customer payments as needed.

⚠️ **Important:** Payments processed through PaySimple during the DrChrono outage **will not sync automatically** to DrChrono.

Step 3: Reconnect to DrChrono When It's Back Online

Once DrChrono service is restored:

1. Contact the PaySimple Care Team again.
2. Request that your account be **switched back to DrChrono-integrated payments**.

This will re-enable your standard payment workflow within DrChrono.

Step 4: Manually Post Offline Payments in DrChrono

Any payments taken while using PaySimple directly **must be manually entered into DrChrono**.

1. These payments will **not backfill** once DrChrono is back online.

2. Be sure to keep a record of all transactions made in the PaySimple portal so that you can reconcile them accurately in DrChrono.
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Need Help?

If you have questions or need assistance during this process, don't hesitate to contact the PaySimple Care Team for support.
