DrChrono Domains for Application URLs

To maintain the highest standards of resilience, functionality, and security for our APIs, we require API partners and customers to ensure their API traffic is not routed through unsupported subdomains. Specifically, we have noticed that some API partners and customers are routing traffic through www.drchrono.com or drchrono.com (no subdomain).

Ensure that you are not using www.drchrono.com or drchrono.com in your integrations before November 1, 2025.
- If you are not using www.drchrono.com or drchrono.com, no action is required.
- Starting November 1, 2025, we will intermittently reject API traffic on www.drchrono.com or drchrono.com as a "brownout" measure to prompt API partners and customers to notice and actively resolve errors.
- On December 1, 2025, www.drchrono.com or drchrono.com will no longer be supported.

> ℹ️ This change is necessary to ensure API traffic meets expected performance and reliability standards, while also clearly distinguishing it from our www.drchrono.com web presence.

What's changing?

www.drchrono.com will no longer work for application endpoints. This subdomain was never intended for use with the application, as documentation has previously guided traffic to be routed through app.drchrono.com.

drchrono.com (no subdomain) will also no longer work for application endpoints.

Which domains will work?

☑ app.drchrono.com

✕ **Not supported:** drchrono.com (no subdomain)

✕ **Not supported:** www.drchrono.com

Who's affected?

Anyone using www.drchrono.com or drchrono.com for application routes in integrations, bookmarks, or API calls.

When will this change occur?

Action	Date
Initial communication	September 2, 2025
www.drchrono.com and drchrono.com brownouts begin	November 1, 2025
www.drchrono.com and drchrono.com support fully removed	December 1, 2025

What do I need to do?

If in use, replace www.drchrono.com or drchrono.com with app.drchrono.com.

What is the API impact?

The APIs are only affected if your API calls use www.drchrono.com or drchrono.com; replace with app.drchrono.com.