

DrChrono Domains for Application URLs

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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, some API partners and customers are routing traffic through `www.drchrono.com`.

Ensure that `www.drchrono.com` isn't used in your integrations **before November 1, 2025**.

- If you are not using `www.drchrono.com`, no action is required.
- Starting November 1, 2025, we will intermittently reject API traffic on `www.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` will no longer be supported.



We require this change to guarantee that API traffic meets the expected performance and reliability standards, and to clearly separate 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 `drchrono.com` or `app.drchrono.com`.

Which domains will work?

☒ **Preferred:** `app.drchrono.com`

☒ **Still supported:** `drchrono.com` (no subdomain)

☐ **Not supported:** `www.drchrono.com`

Who's affected?

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

When will this change occur?

Action	Date
Initial communication	September 2, 2025
Brownouts start with intermittent rejection of API traffic on <code>www.drchrono.com</code>	November 1, 2025
Support for <code>www.drchrono.com</code> ends	December 1, 2025

What do I need to do?

Replace `www.drchrono.com` with `app.drchrono.com` for application/API endpoints **before November 1, 2025**.

What is the API impact?

The APIs are only affected if your API calls use `www.drchrono.com`. `drchrono.com` is still supported, but `app.drchrono.com` is recommended.

