

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, we have noticed that some API partners and customers are routing traffic through www.drchrono.com.

Ensure that you are not using www.drchrono.com 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
www.drchrono.com brownouts begin	November 1, 2025
www.drchrono.com support fully removed	December 1, 2025

What do I need to do?

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

What is the API impact?

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

