Email Requirement When Using Force SSO to Create Accounts

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You can create new staff accounts without requiring an email address if your practice group has the practice-wide enforced single sign-on authentication feature (force SSO) enabled. For more information about force SSO, refer to Request SSO for Your Account.

The DrChrono Support team manages practice group settings. Contact the Support team via in-app chat, email support@drchrono.com, or call (844) 569-8628 to enable force SSO for your practice group.

If force SSO is enabled, live chat support is unavailable because an email address is required to create a support case. To access live chat support, users must add an email address.

Select **Account** > **Practice Management** > **General Management** > **Staff**. The **Email address** field shows, but it isn't required. Refer to Create Staff Accounts to learn how to create a staff account.

