DrChrono Support Chat

Last modified on 02/24/2026 7:56 pm EST

Support chat in the DrChrono web application | Support chat in the DrChrono mobile app

Meet your AI-powered support assistant—designed to get you answers faster and make getting help easier than ever. Available 24/7, this chat functionality provides instant guidance, helps you create support cases anytime, and seamlessly connects you with a live agent when needed.

Why you'll love it

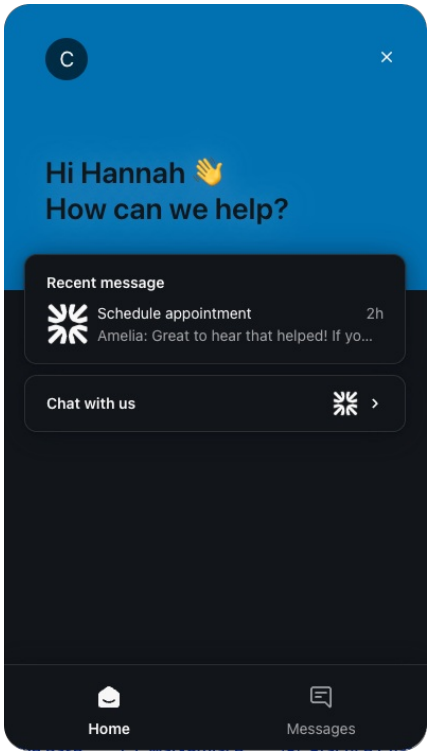
- **Instant answers anytime:** Get immediate, AI-trained answers around the clock. No waiting and no tickets required for common questions.
- **24/7 case creation:** Need help outside of live support hours? New functionality can create a support case for you any time.
- **Seamless handoff to live support:** During live chat hours, easily transition from AI support to a support agent for more complex issues.
- **Automatic authentication:** Already logged into your EHR? Your session is recognized automatically—no additional login or verification is required.
- **Available everywhere you work:** Access on both web and mobile, so support is always within reach.

Support chat in the DrChrono web application

> Support chat is unavailable on payment processing screens. Go to a different screen or page to use the support chat.

1. Select **Help** in the footer.

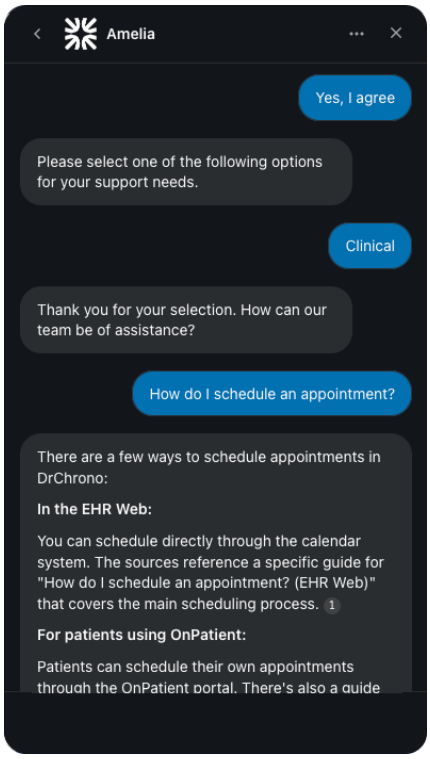
The support chat launches. Your most recent message appears at the top.



2. Select **Chat with us**.

3. Agree to the disclaimer by selecting **Yes, I Agree**, and then select **Billing** or **Clinical** so the chat is routed to the appropriate support queue.

   The chat asks how it can help, and your conversation begins. The chat understands context, so you can ask follow-up questions about images you see or any part of the chat. It may ask you follow-up questions or specific use cases.

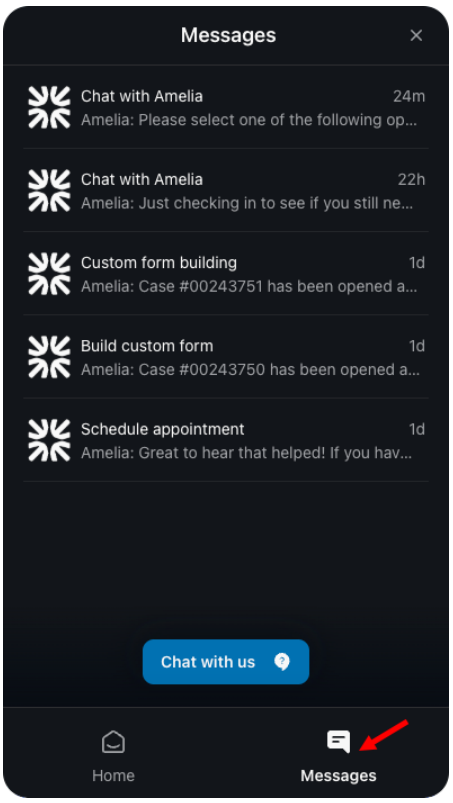


- **Live agent chat:** Type live agent, rep, or something similar to transition to a live support

specialist.
- **Create a case:** Type create a case or something similar to have a case opened for you.

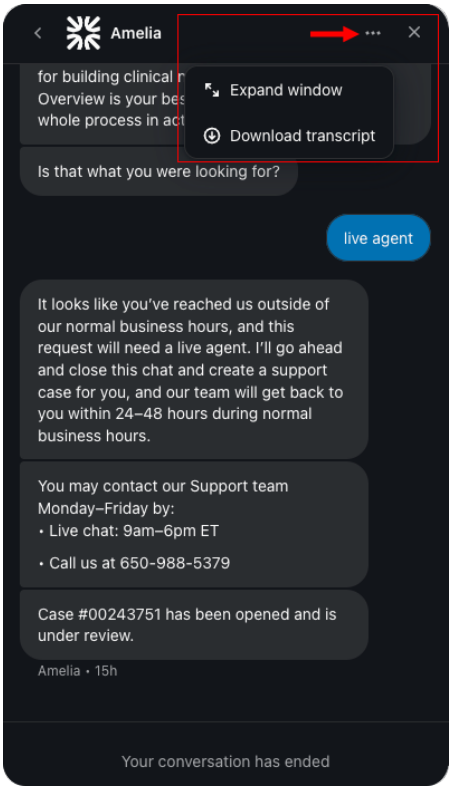
View chat history

Select **Messages** to view your chat history and reference case numbers opened during a support chat.



Expand window or download transcript

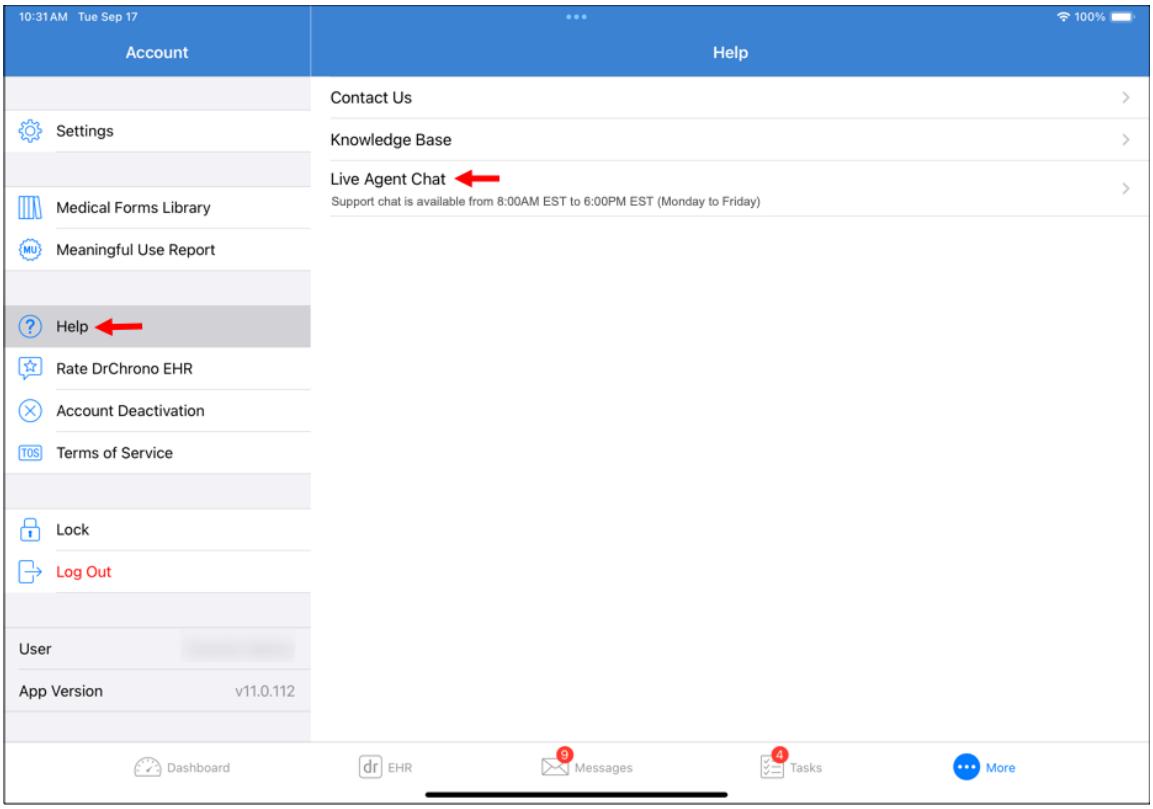
Open a message and select the three dots to expand the chat window or download a transcript.

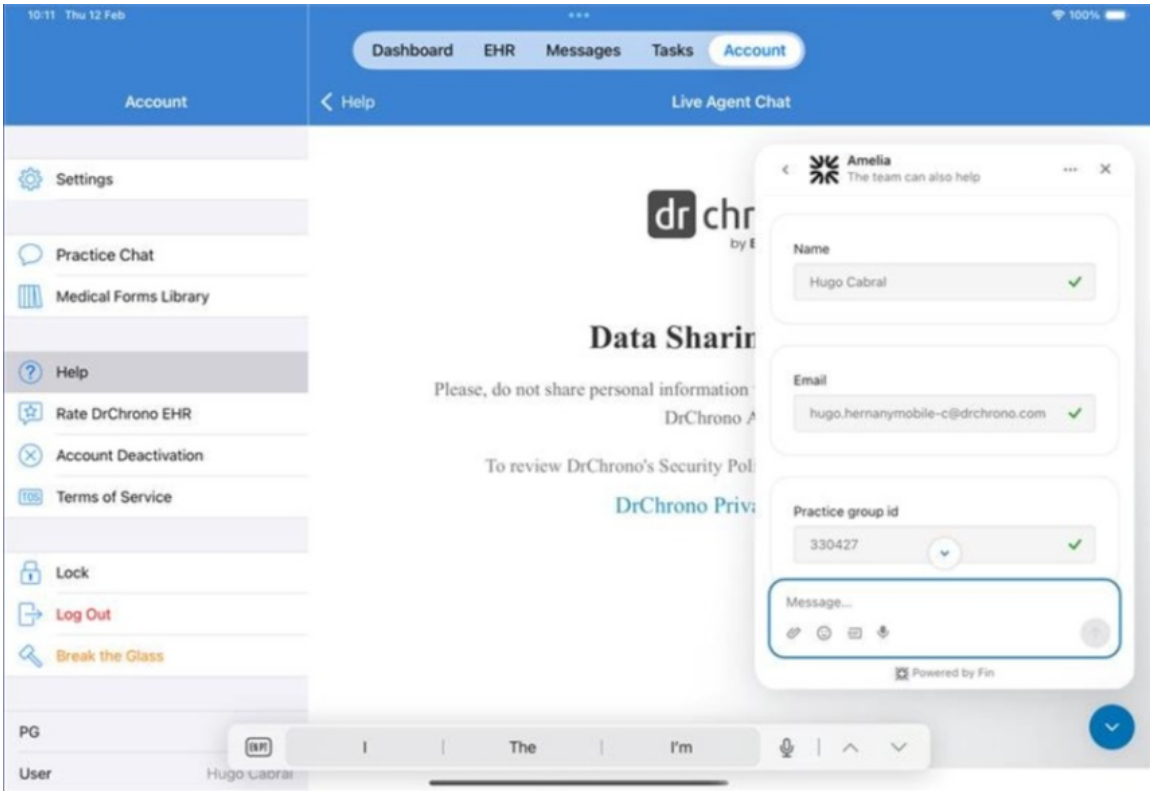


Support chat in the DrChrono mobile app

The support chat functions the same way on the mobile app as it does on the web application.

To access the support chat, tap **Account** > **Help** > **Live Agent Chat**.




10:11 Thu 12 Feb
100%
Dashboard
EHR
Messages
Tasks
Account
Account
Help
Live Agent Chat
Settings
Practice Chat
Medical Forms Library
Help
Rate DrChrono EHR
Account Deactivation
Terms of Service
Lock
Log Out
Break the Glass
PG
User
Hugo Cabral
Data Sharin
Please, do not share personal information
DrChrono A
To review DrChrono's Security Pol
DrChrono Priva
Amelia
The team can also help
Name
Hugo Cabral
Email
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