

# DrChrono Customer Support Pathways

While we hope your experience using DrChrono is seamless, we understand that sometimes things happen – and when they do, the DrChrono team is here to support you every step of the way. Between your Account Managers, Implementation Specialist and our Customer Support Specialists, there is always someone available to help!



## Account Management Team

Once you complete your onboarding, you will be assigned an Account Manager. Your Account Manager is available to help you with any account-related changes or questions. This includes:

- Account Upgrades
- Account Downgrades
- Provider Additions
- Account Suspensions
- Undoing Suspensions
- Account/Provider Settings
- Account Review
- Contract Renewal
- New Feature Review

If you are an **Apollo Plus** customer and you have **billing-related questions**, you can also reach out to directly to your Account Manager for assistance.

If you ever forget who your account manager is, or need their contact information, you can email [accountmanager@drchrono.com](mailto:accountmanager@drchrono.com) to be connected to the right person!



## Customer Support

Our Customer Support team is available to help via Live Chat within DrChrono or by submitting a support ticket. Our Customer Support Specialists can help with any of the following subject matters:

- Product Usage Questions
- Feature Questions
- Bug Submission
- Meaningful Use Questions
- Password resets

The Live Chat widget currently lives on the Dashboard, Calendar, and the Clinical Note web pages within the DrChrono platform. Chat is now available Monday - Friday from 8:00 am - 6:00 pm EST / 5:00 am - 3:00 pm PST.

You can submit a support ticket by visiting the following link: <https://support.drchrono.com/hc/en-us/requests/new>.



## Other Important Resources

Did you know we have a Support Center online? This database includes self-help guides, frequently asked questions and training videos! You can access this information by visiting [support.drchrono.com](https://support.drchrono.com).

Our YouTube Channel is also a great resource – watch tutorials, replay past webinars and podcasts, and more! Check out our YouTube page here: <https://www.youtube.com/user/drchrono>

Lastly, be sure you are subscribed to receive our website status updates! Our Status updates will keep you informed if we ever experience an outage with our site or if our partners are experiencing any issues. You can subscribe by visiting [status.drchrono.com](https://status.drchrono.com).



Any other questions or concerns? Feel free to submit a ticket with your needs and we will connect you to the right person. We look forward to our partnership!