

Contact Us

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Before contacting CollaborateMD, visit our [Help & Training Center](#) to see if we already have an answer for you. If you're unable to find the answer to your question, engage your Authorized Representative (Auth Rep), Administrator (Admin), or Main Point of Contact (MPoC) for help and assistance. When self-help has been exhausted and assistance is needed from CollaborateMD, please use one of the methods listed below

Important: All users will be required to verify their Call-In PIN when contacting us for assistance. A support request are acknowledged within 24 to 48 hours from the time they are processed, although actual response time may be faster.

Our Customer Support Department is open Monday - Friday from 8:00 am - 6:00 pm, excluding company holidays, internal training or other planned and communicated outages.

Create a Case

Submit a support case. Our World Class Support Team will respond to your case as quickly as possible. Please note, you must have a valid username and password to access to the [Self-Service Portal](#), this may be different than what you use to log into CollaborateMD. If you're having trouble accessing the [Self-Service Portal](#), let us know!

[Open a case](#)

Report an Issue

You now hold the power to create your own support cases, without the hassle of calling or live chatting support.

[Learn how to Report an Issue](#)

Live Chat

Let's chat! Live chat is available for quick answers to basic application questions. Monday - Friday, 8 am - 6 pm EST.

[Start a live chat](#)

Join A Zoom Meeting

Zoom allows a CollaborateMD professional to resolve your technical issues using screen sharing, mouse and keyboard control and other tools. You will need a Code provided by a representative to proceed.

[Join a Meeting](#)

Call Us

You can call our World Class Support Team to help resolve your technical issues or to answer application questions, Monday - Friday, 9 am - 4 pm EST, closed 12pm-1pm EST.

[Call Us](#)
