Contact Us

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! Click below to open a case:

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.

Click below to learn more about reporting an issue:

Learn how to Report an Issue

Chat Support

Chat support is one of the quickest ways to get the help you need, and now it's better than ever with around the clock guidance!

Amelia AI agent is available for quick answers to basic application questions now 24/7

Live chat with a Support Specialist Monday- Friday 8am-6pm ET Click below to begin a chat:

Chat Now

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. Click below to join a zoom meeting:

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. Click below to learn more about calling support:

Call Us