

# Steps for Support

Looking for AccuroEMR support?

Check these resources for the fastest answer to your question:

## 1. QHR Status Page

If you're experiencing a technical difficulty with Accuro, check the QHR Status Page (<https://status.qhrtech.com/>) before calling Client Services. Any major Accuro incidents or outages will be listed there with all relevant information, so this will be the timeliest way to identify issues affecting your experience.

## 2. Accuro User Guide

Everything you need to know about how to use Accuro is documented here. It can easily be accessed from right inside the platform in one of two ways:

- Through the Accuro Start Menu > Help > Accuro User Guide
- Ctrl + F1 keyboard shortcut

## 3. Accuro Support Articles

This library of easily accessible articles provides answers to your questions and doesn't require you to wait on hold. There are currently hundreds of support articles available with more being added all the time. Visit the support site here:

<https://accuroemr.com/resources/client-support/>

## 4. Client Services

If you didn't find an answer to your question in the Accuro User Guide or Support Articles, our Client Services team has over 100 representatives ready to help.

- Email by visiting <https://accuroemr.com/resources/client-support/>
- Call **1.866.729.8889**
- **NEW:** Instead of waiting on hold, you can now request a call back

## 5. Practice Consultant

If your question is workflow related or you're interested in trying something new with Accuro, contact your Practice Consultant. They're experts in our products and can help you improve efficiency.

Call **1.866.454.4681** to get in touch with your Practice Consultant