Health Gorilla is not Loading in my DrChrono Account

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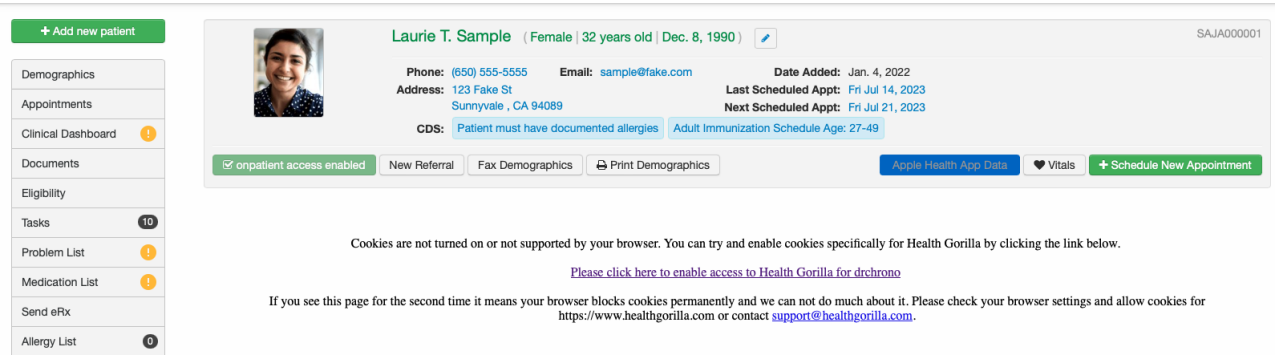
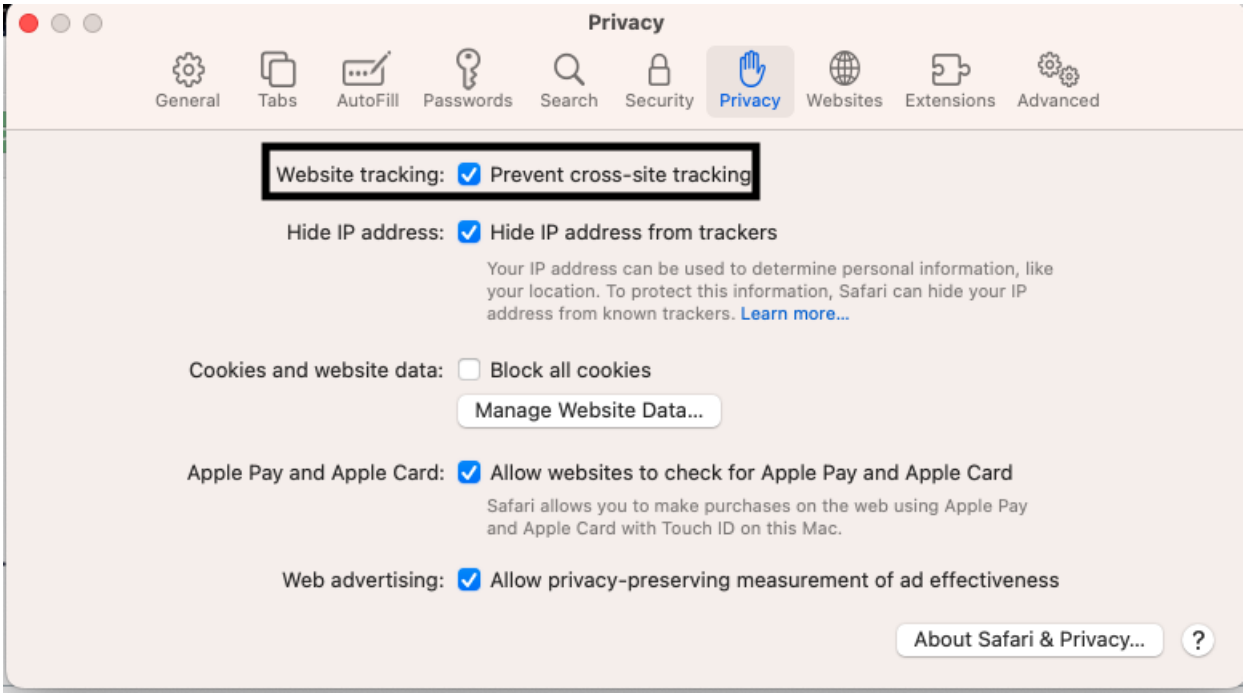
If the Health Gorilla window does not load in your account, it could be an issue with your browser's cookie settings. This article will review how to change your browser's settings to utilize Health Gorilla in your account for Safari and Chrome browsers.

Safari

When accessing Health Gorilla in the patient's chart or clinical note, you may see a screen similar to the one below.

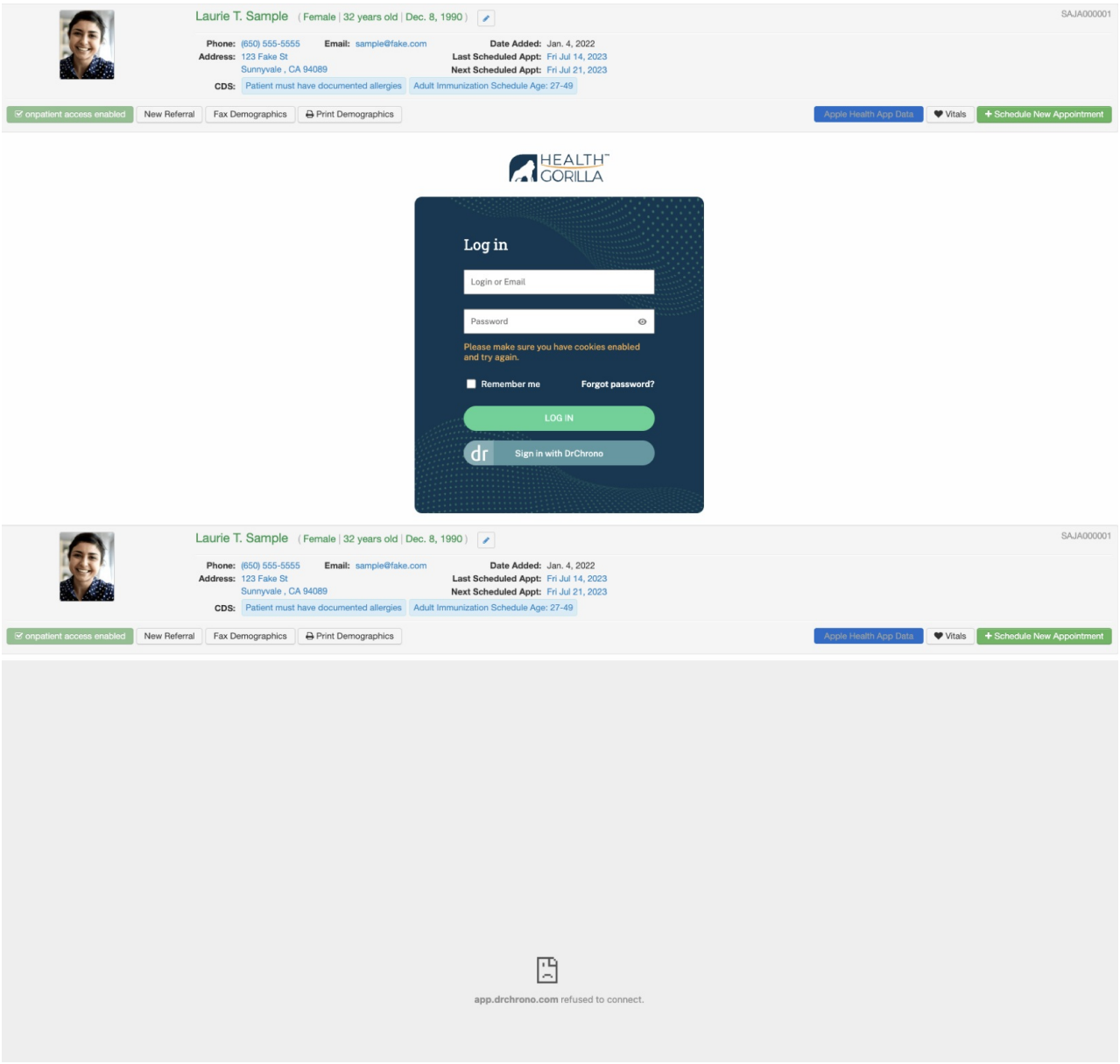


In order to load the Health Gorilla window, go to the Safari preferences and select the **Privacy** tab. Uncheck the **Prevent cross-site tracking** box. Refresh the page to load the Health Gorilla window.

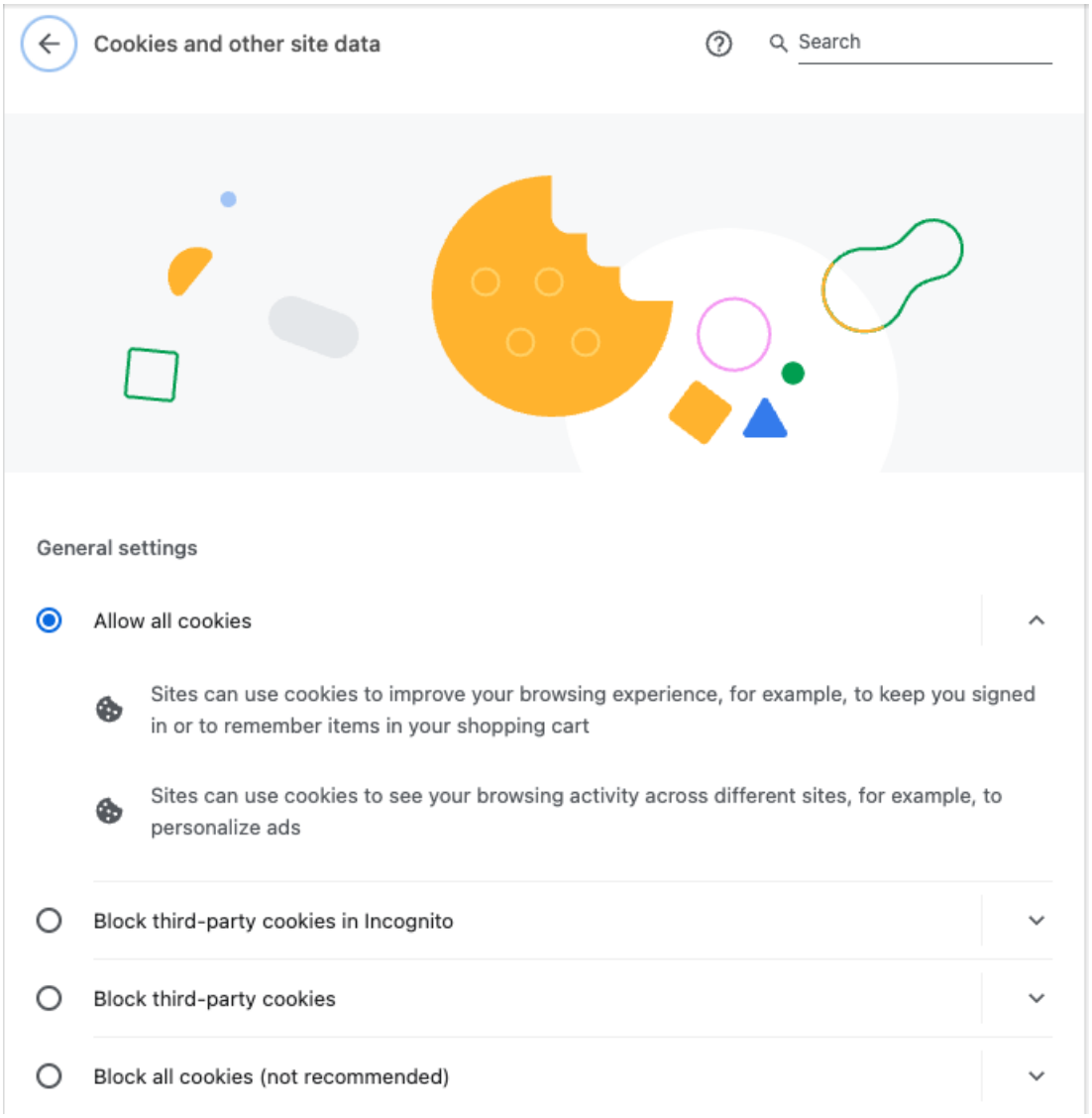


Chrome

When using the Chrome browser, you may see a screen prompting you to log in to Health Gorilla. After attempting to log in, you will see a message that says the app cannot connect.



For the window to load, you must allow cookies in your browser settings. Go to Chrome's settings and select Privacy and Security. Allow cookies and refresh the page to load the Health Gorilla window.


Cookies and other site data
Search
General settings
Allow all cookies
Sites can use cookies to improve your browsing experience, for example, to keep you signed in or to remember items in your shopping cart
Sites can use cookies to see your browsing activity across different sites, for example, to personalize ads
Block third-party cookies in Incognito
Block third-party cookies
Block all cookies (not recommended)