

What are the system requirements to use DrChrono?

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DrChrono EHR works on any Windows or Mac computer with internet access and most iOS devices. However, a few minimum requirements must be met in order to use the DrChrono EHR. Please check the list of supported software and hardware requirements below to see if you meet the minimum requirements.

Browser Requirements

Browsers must be up to date with a version that their respective creators support. The following browsers are supported:

- Google Chrome
- Mozilla Firefox
- Apple Safari

Computer Requirements

DrChrono EHR officially supports only two operating systems: Microsoft Windows and Apple Macintosh. To use DrChrono, your device must be running a supported version of an operating system. Additionally, your device must meet the minimum hardware requirements for running that operating system. The following operating systems are supported:

- **Windows:** Windows 7 or above
- **Macintosh:** macOS 13 or above

Mobile Device Requirements

DrChrono comes with several full-functioned mobile applications that are supported by many but not all iOS devices. You can find the list of supported mobile devices here: [What versions of iPad and iPhone are supported by DrChrono?](#)

The list of DrChrono mobile applications available to you is found here:

- [DrChrono EHR/EMR](#)
- [DrChrono Patient Check-In](#)
- [OnPatient Patient Portal](#)

Tips on Telehealth Visits

Sometimes, there may be issues with the patient's video connection. For example, if their video connection is not enabled, their screen will appear "blank," and you will be unable to see them. In cases like this, it's possible that the camera on the patient side is either not set up properly or the browser doesn't have permission.

Some of our users have found that patients using Chrome or a mobile device work best.

Since we do not have access to the patient's device, some questions to ask to help troubleshoot are:

- Do you have a Webcam on your device?
- Do you have it set up correctly to have video calls?
 - [Instructions for Chrome](#)
 - [Instructions for Safari](#)

- [Instructions for Firefox](#)
- [Instructions for Microsoft Edge](#)
- Which browser do you use?
- Did you give permission to the browser to access the Camera & Microphone?
- If the patient is using a computer, are they able to join instead on a mobile device?
Sometimes a mobile device is easier to join video visits with.
