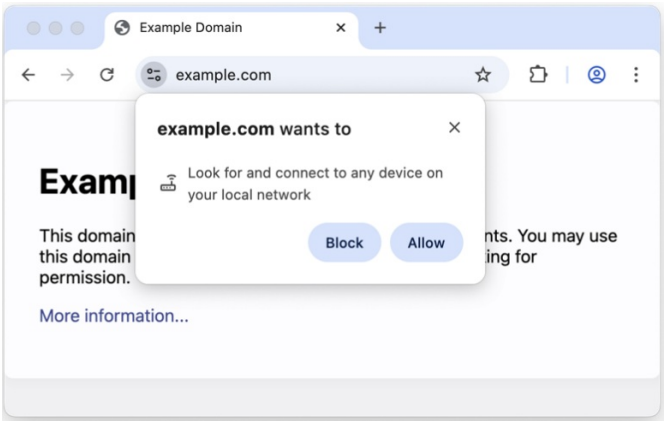
Local Network Access Browser Settings

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This article describes how to manage your browser settings for local network access.

Scanners and local networks

When you scan from DrChrono, you may see a browser message similar to the image below. Instead of example.com, you see yourpractice.drchrono.com, where "yourpractice" is your individualized subdomain name.



The image above is a browser message, not a DrChrono message.

What you should do

If you are:

- Using your normal work computer
- On your normal clinic/office network
- Trying to scan through DrChrono

Then you should:

Select **Allow**. DrChrono can then communicate with local network devices, such as scanners, allowing your intake process to continue.

If you're on a public, home, or unknown network and are unsure, select **Block**.

Troubleshooting

You selected Block in the browser message

If you selected **Block** by mistake and now scanning doesn't work, close all Chrome windows. Reopen the browser and try scanning again.

The browser message doesn't appear again

If the browser message doesn't prompt you again, you may need to clear the site permission for local network access.

> These browser instructions are current as of the writing of this article, but may change if the browser reconfigures its settings.

Chrome

1. In Chrome, go to **Settings** > **Privacy and security** > **Site settings**.
2. Find the DrChrono site and under **Permissions** > **Local network access**, select **Allow**.
3. Retry the scan and select **Allow** when the browser prompt appears.