



## ***How to Resolve the Patient Form Logout Issue***

***Proprietary Notice Information:*** This document is provided for informational purposes only, and the information herein is subject to change without notice. While every effort has been made to ensure that the information contained within this document is accurate, IHCS cannot and does not accept any type of liability for errors in, or omissions arising from the use of this information.

Any questions regarding this document should be addressed to [support@insynchcs.com](mailto:support@insynchcs.com) or call 877-346-7962 for customer service.

## Contents

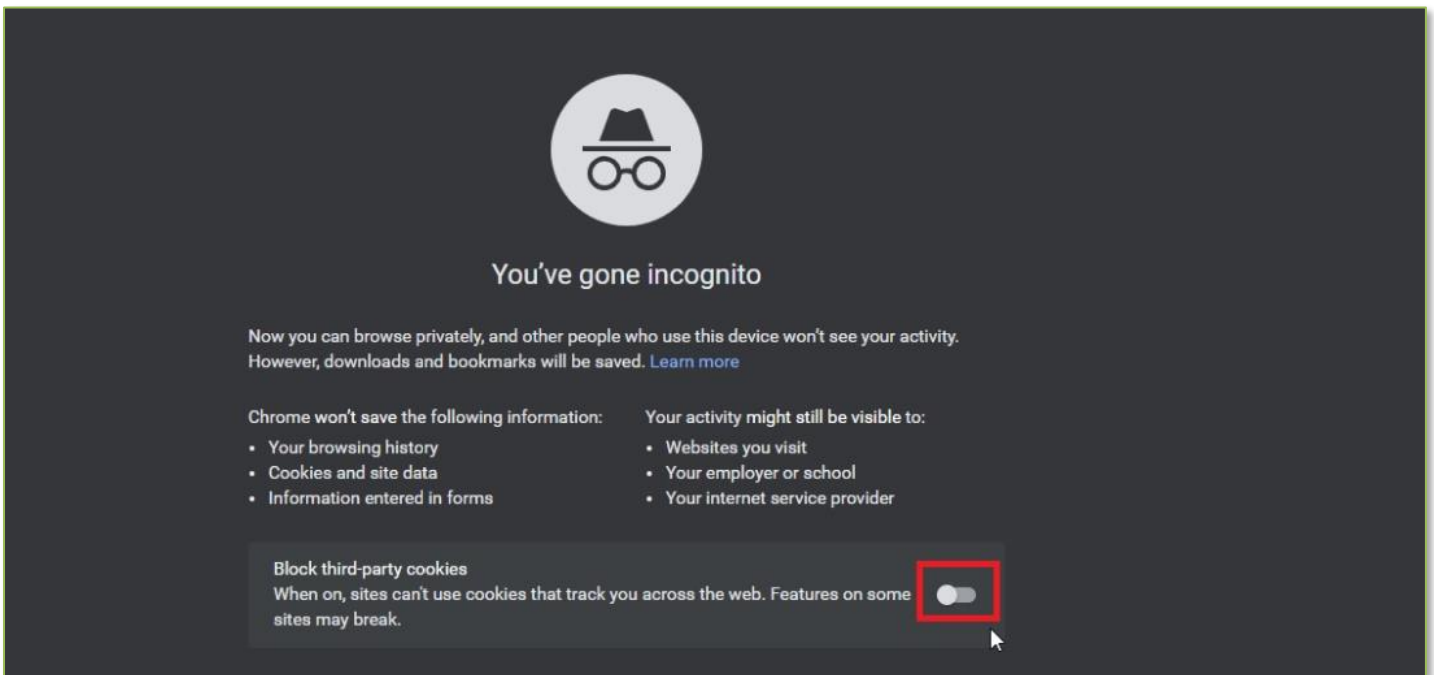
Overview.....	3
When Accessing Forms from - Google Chrome (Incognito Mode).....	3
When Accessing Forms from - iPad .....	4
When Accessing Forms from - iPhone .....	5

## OVERVIEW

When users try to access the patient forms, survey forms, or assessment tools within the patient portal, they get logged out of the portal. This is caused due to a browser setting and can be easily remedied with a simple change to that setting. This document provides the necessary setting changes based on the browser used.

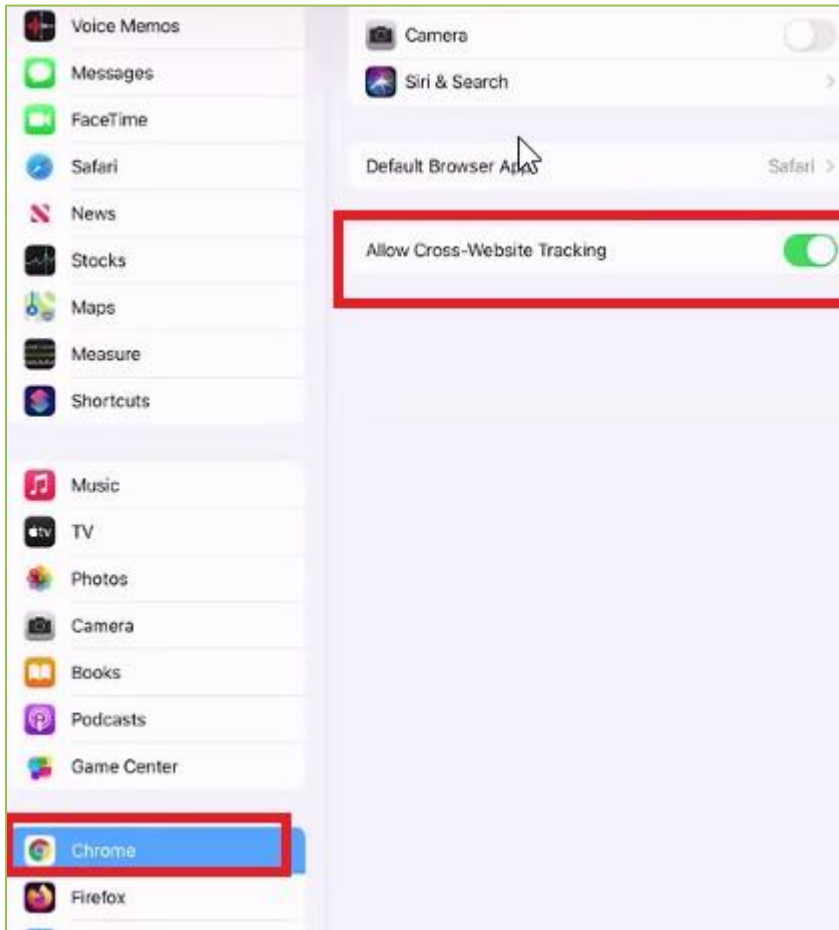
## WHEN ACCESSING FORMS FROM - GOOGLE CHROME (INCOGNITO MODE)

When you open the Incognito Window in Google Chrome, ensure that the “Block third-party cookies” feature is turned off. Locate the following screen for reference:



## WHEN ACCESSING FORMS FROM - IPAD

In iPad, go to the Settings, select the “Chrome” option from the left pane. In the right pane, ensure that the “Allow Cross-Website Tracking” feature is enabled as shown below:



## WHEN ACCESSING FORMS FROM - IPHONE

In iPhone, go to the Settings, select the “Chrome” option from the left pane. In the right pane, ensure that the “Allow Cross-Website Tracking” feature is enabled as seen below:

