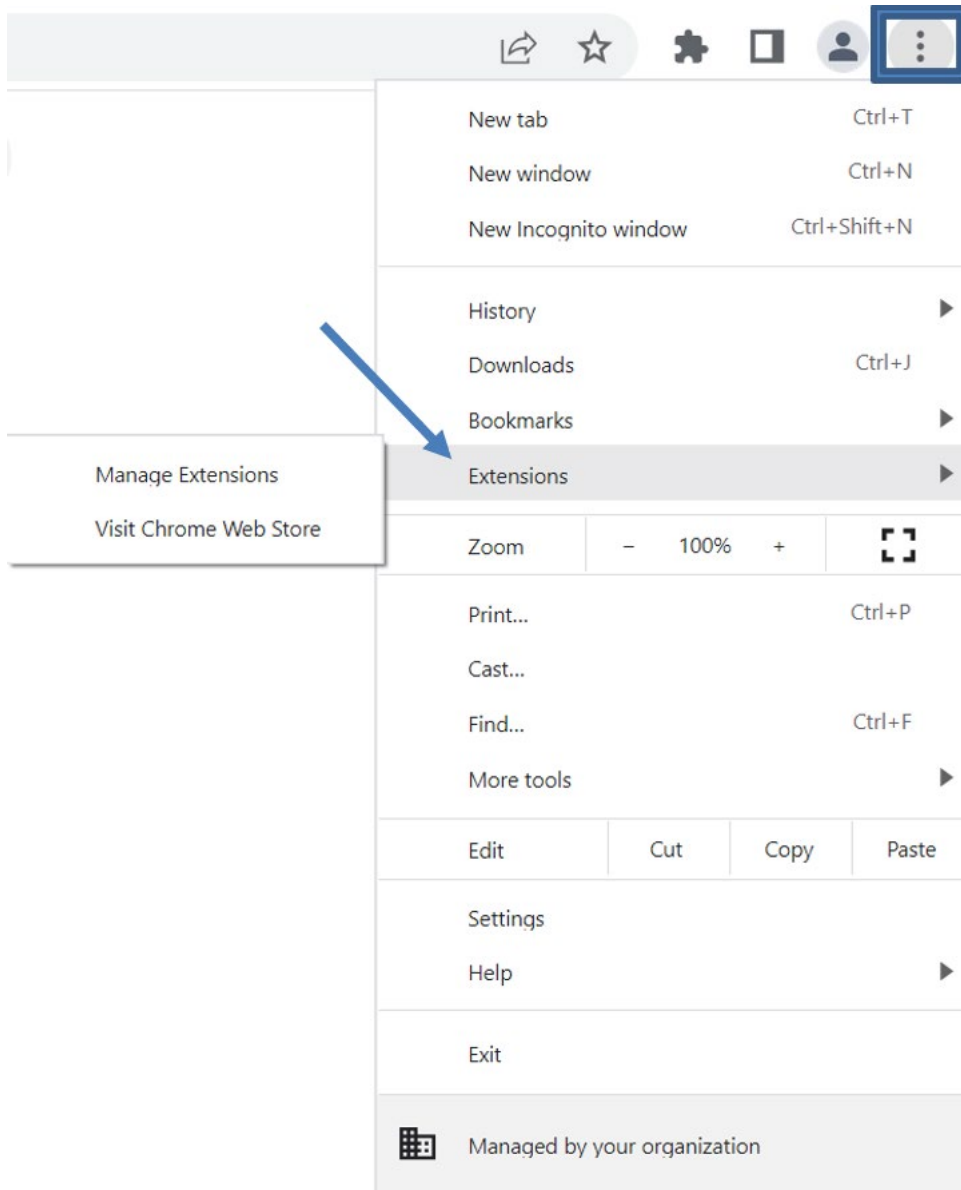


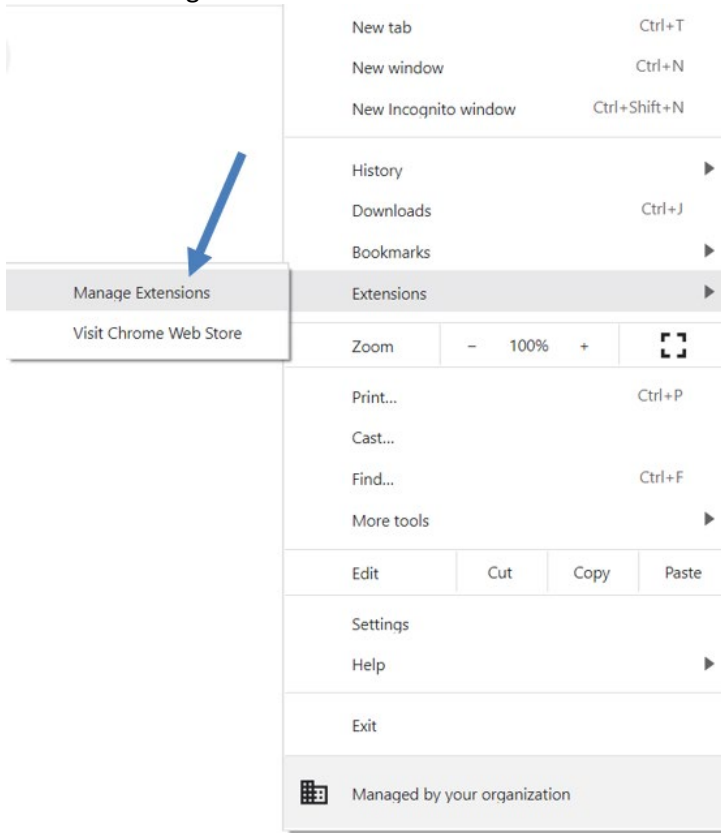
Google Chrome Restricted Access Error Help Guide:

“Restricted Access - you are not authorized to access this page. Please contact your Administrator for questions”

Click on three dots on upper right of browser and then move down the selections and hover over “Extensions”.

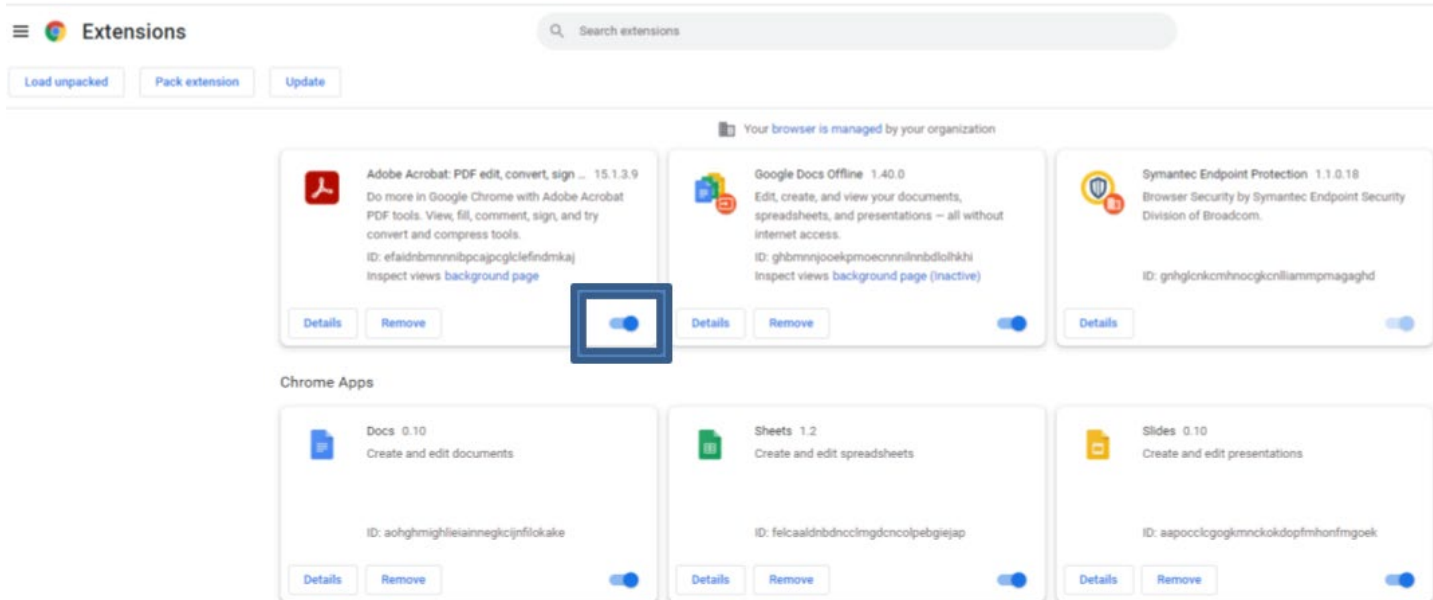


Click on “Manage Extensions”.

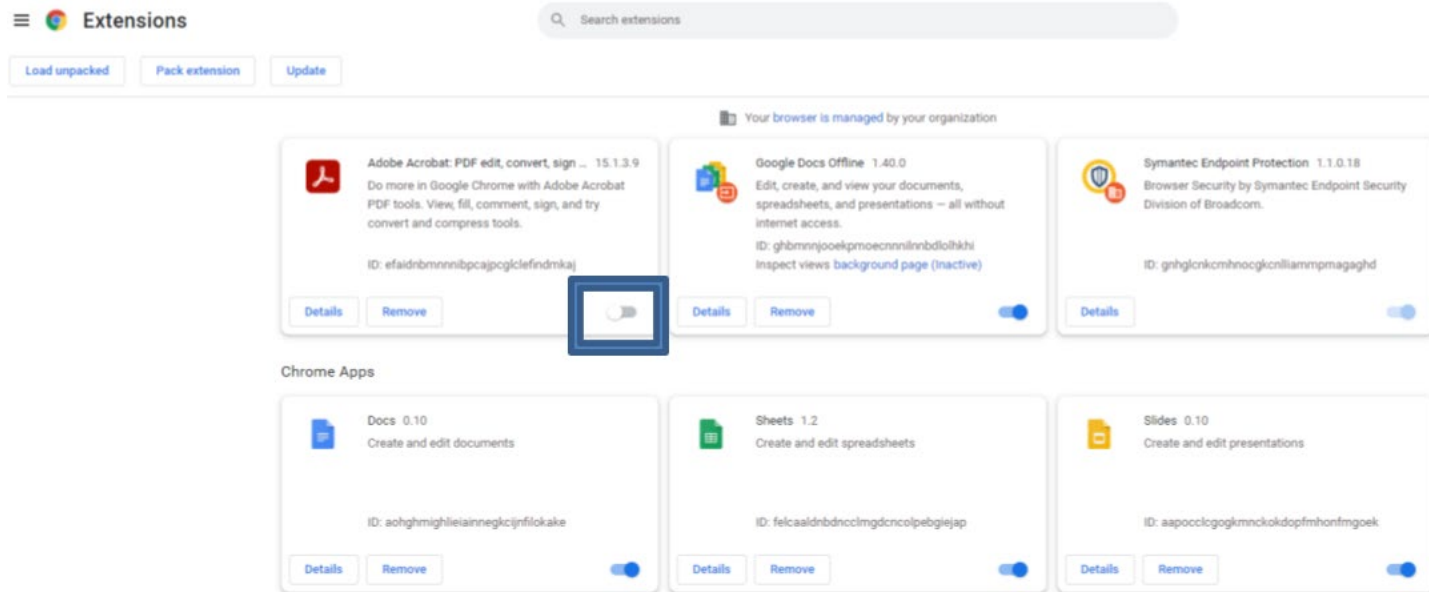


A page like this one will appear. The options will be dependent on the number of extensions that have been added to Google Chrome.

Click on the blue slider in the box with Adobe Acrobat and move it left



Once complete, the screen should look like below.

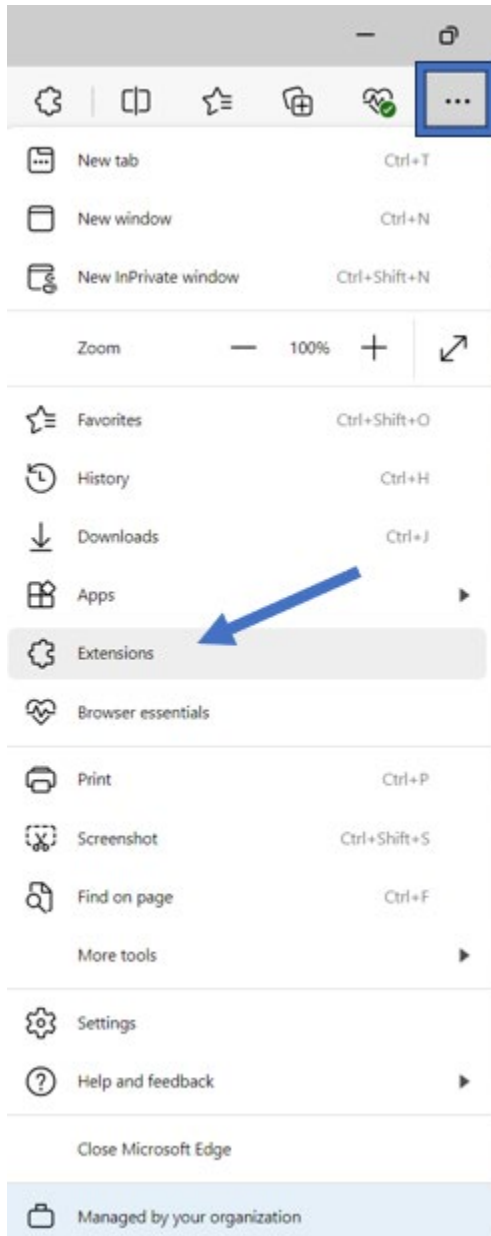


Close all the windows in the browser and exit Google Chrome.

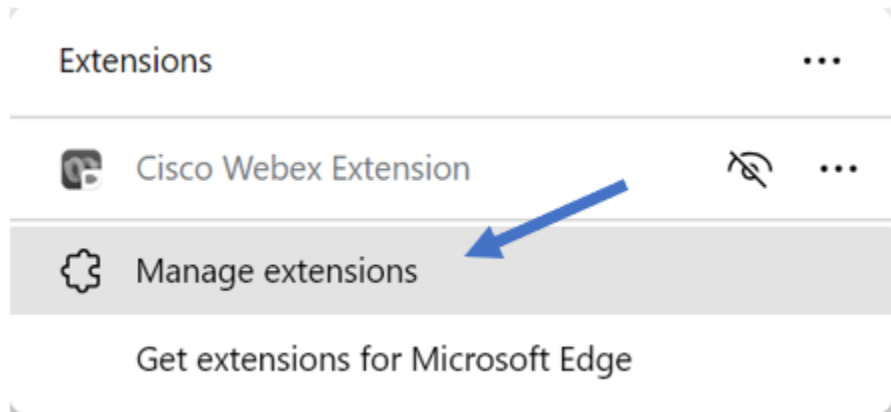
Login to the CSMD and try to open a patient report.

Microsoft Edge Restricted Access Error Help Guide:

Click on three dots on upper right of browser and then move down the selections and click on “Extensions”.



Select "Manage extensions".



You will see several extensions. If the options for Adobe Acrobat are turned "on" (blue and switched to the right as shown below)...

Adobe Acrobat Options

Auto-open converted PDFs in Acrobat

Automatically open the converted PDF in Acrobat once webpage to PDF conversion has completed.

Open PDFs in Acrobat

Make Acrobat the default PDF viewer in your browser to use commenting, fill and sign, and more PDF tools.

Show "Open in Acrobat"

Show option to open PDF in Acrobat each time.

Send anonymous usage data

To improve product features, this extension sends Adobe information about how you use it. [About Adobe Acrobat](#)

[Save preferences](#)

Switch the option to “off” (gray and switched to the left).

Adobe Acrobat Options

Auto-open converted PDFs in Acrobat

Automatically open the converted PDF in Acrobat once webpage to PDF conversion has completed.

Open PDFs in Acrobat

Make Acrobat the default PDF viewer in your browser to use commenting, fill and sign, and more PDF tools.

Show "Open in Acrobat"

Show option to open PDF in Acrobat each time.

Send anonymous usage data

To improve product features, this extension sends Adobe information about how you use it. [About Adobe Acrobat](#)

Save preferences

Select “Save preferences” when finished (it should highlight in blue).

Close all windows in the browser and exit Microsoft Edge.

Login to the CSMD and try to open a patient report.