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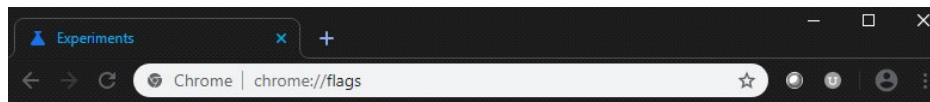
DocVilla Partners:

Many Google Chrome users have encountered issues while connecting to DocVilla. This issue appears tied to a security update in the latest Chrome build. This update, by default, is blocking the cookies used to maintain session information. This results in the user receiving a “logged out” message upon launch.

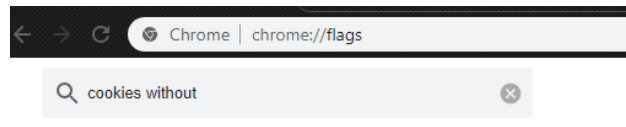
However, this does not seem to be impacting all Chrome users, and we have identified a configuration option that seems to be causing the problem.

To correct this issue, change the Chrome Flag: *Cookies without SameSite must be secure* to Disabled.

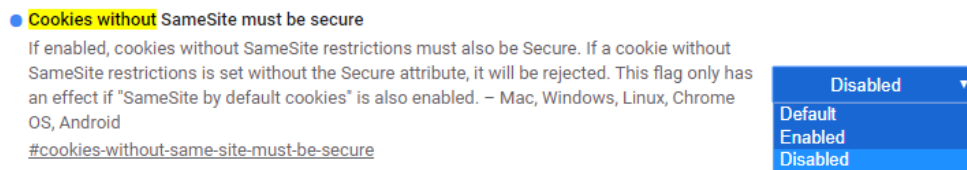
1. Open Chrome
2. In the browser search bar, type “chrome://flags”



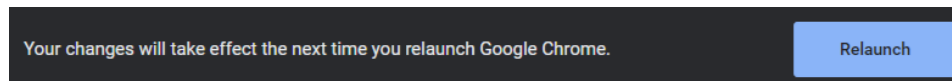
3. In the Search flags field, type, “cookies without”



4. Select Disabled from the dropdown options.



5. Select Relaunch at the bottom of the window.



DocVilla supports the latest versions of Edge, Chrome, Firefox, and Safari.