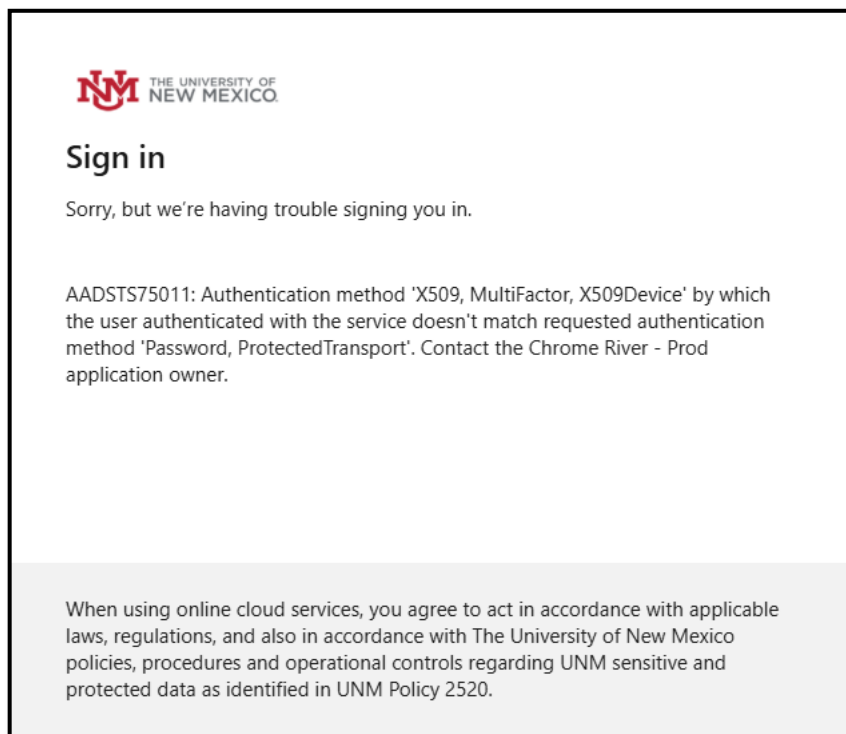




Log-in/Sign-in to Chrome River Issue Workaround – Google Chrome Needed

Important: This SOP outlines a workaround for a login error that occurs when signing in to Chrome River with a passkey. Since Chrome River still requires a password to authenticate, passkey sign-in attempts will fail with this error. Use the Google Chrome browser when following this workaround, as it is required for the process to work correctly.



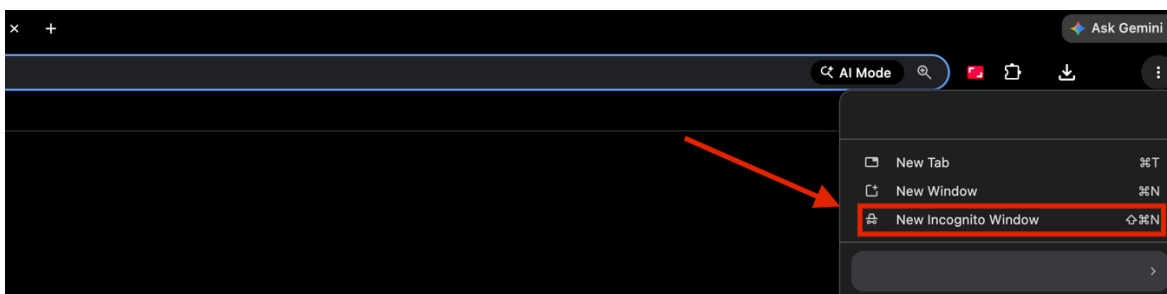
(Example of the error message)

Prerequisites

- Your UNM account credentials (username and password),
- Access to Google Chrome

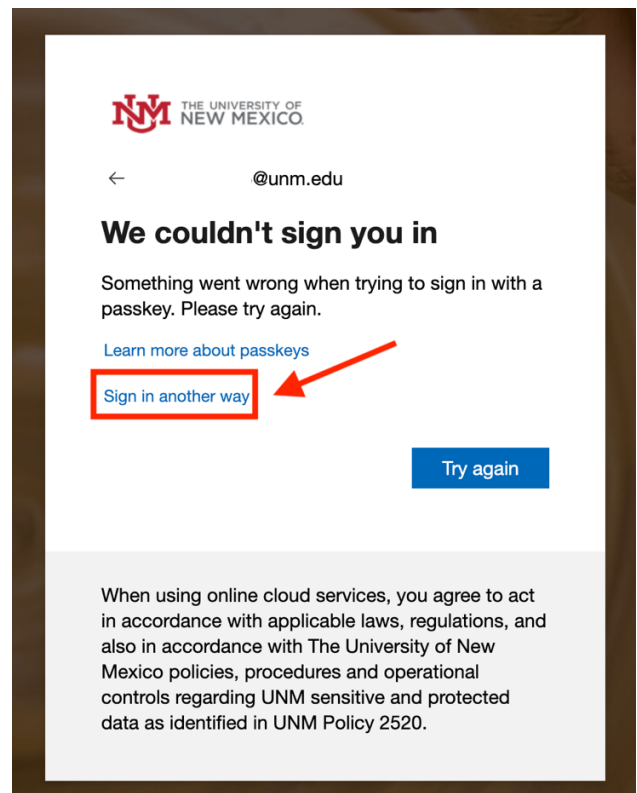
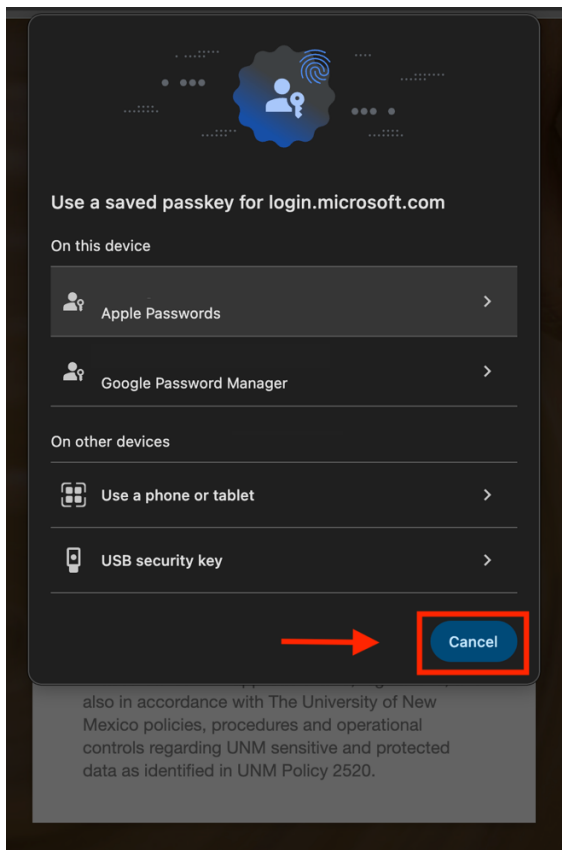
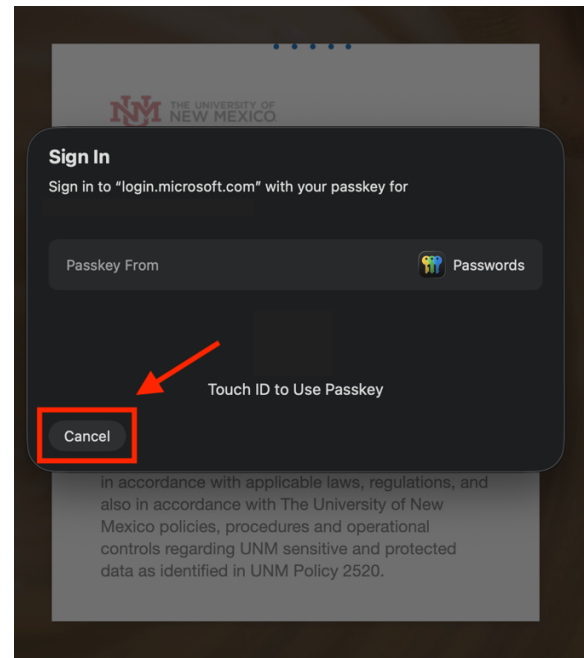
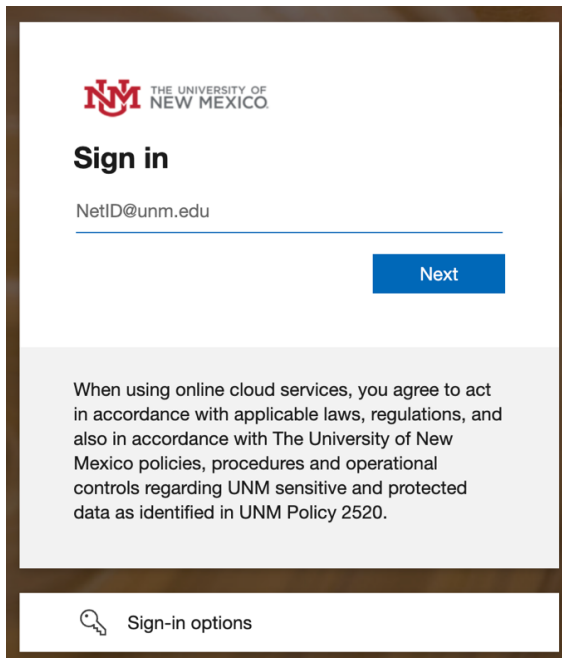
Step 1. After you see the error above:

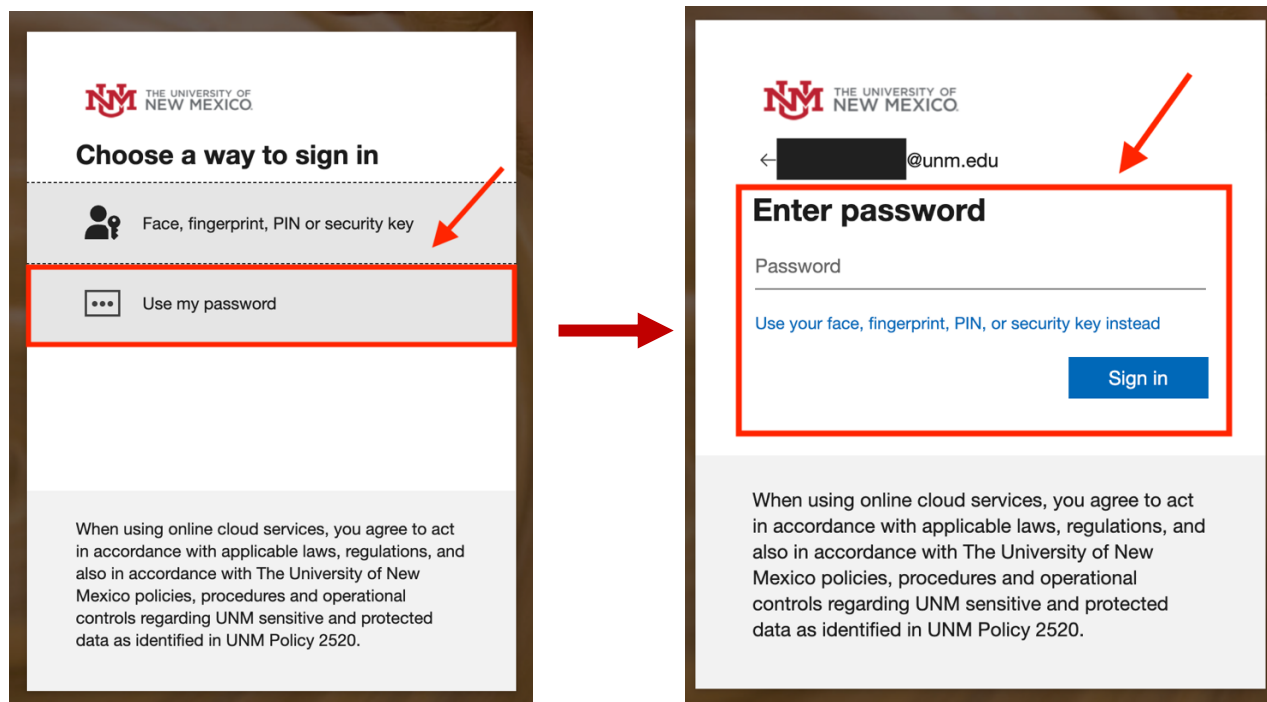
1. Please open Google Chrome Browser and click on the 3 dots in the top right corner to open a new incognito window/tab.



(Google Chrome)

2. Once you click on “New Incognito Window”, you’ll then need to go to <https://chromeriver.unm.edu> and you should be prompted to enter your UNM Email to login. Enter your email and click “Sign in”, once prompted for using the Passkey, please make sure to press cancel for every prompt till you see this option “Sign in another way”. After clicking “Sign in another way”, you should be able to see the option “Use my password” to sign in. Click on that and now you can use your password to sign in and use Chrome River. Please look at the screenshots below.





For additional assistance, please contact the Office of the Vice President for Research IT Support at <https://ovpritsupport.unm.edu>