

Chrome River

Chrome River is an optional hybrid application that offers MERCURY customers an easier way to log in to the full Chrome River app using Single Sign-On (SSO) authentication or by enabling mobile biometrics like fingerprint and face identification. By downloading *Chrome River* to their mobile devices, users can easily create, submit, and approve expense reports and invoices on-the-go, approve transactions, upload receipts and much more.

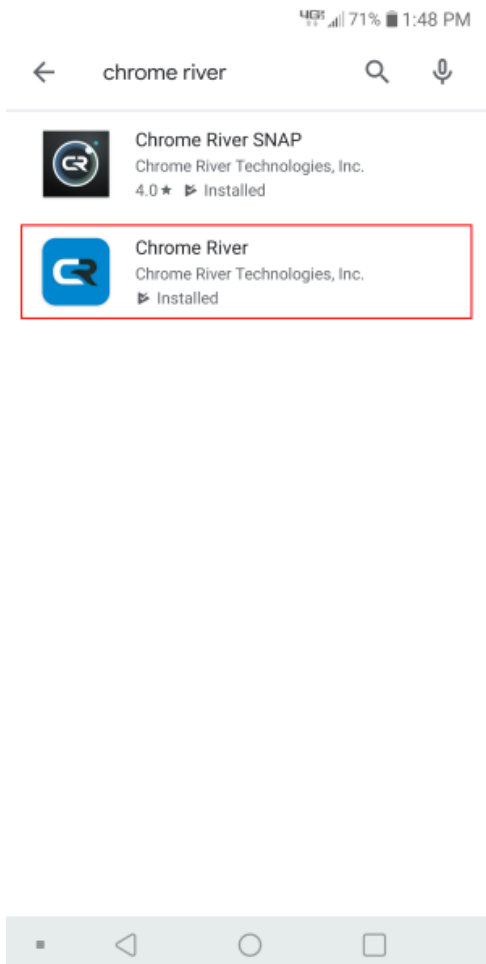
System Requirements

Chrome River is available for Apple iPhones running the latest iOS and for Android phones running Nougat and all newer versions of Android.

Chrome River is only available for Chrome River MERCURY customers; Chrome River PLATINUM is not supported.

Download *Chrome River*

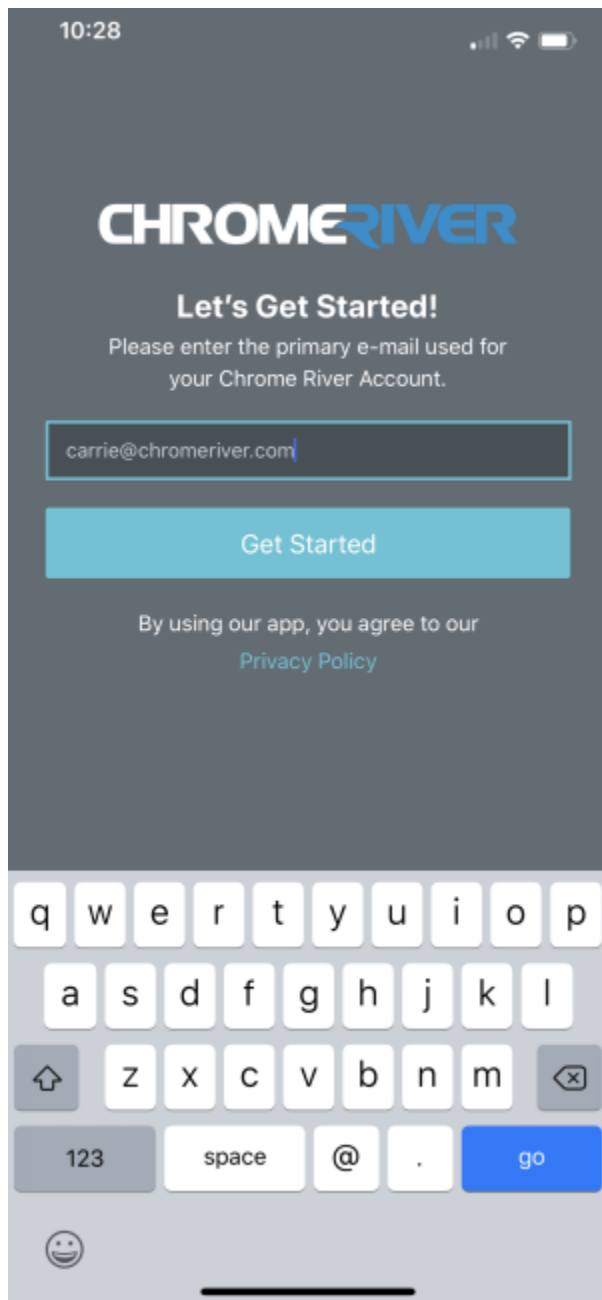
1. Open the Apple App Store or Google Play app and search for "Chrome River."
2. Click on the blue CR icon to download *Chrome River*.



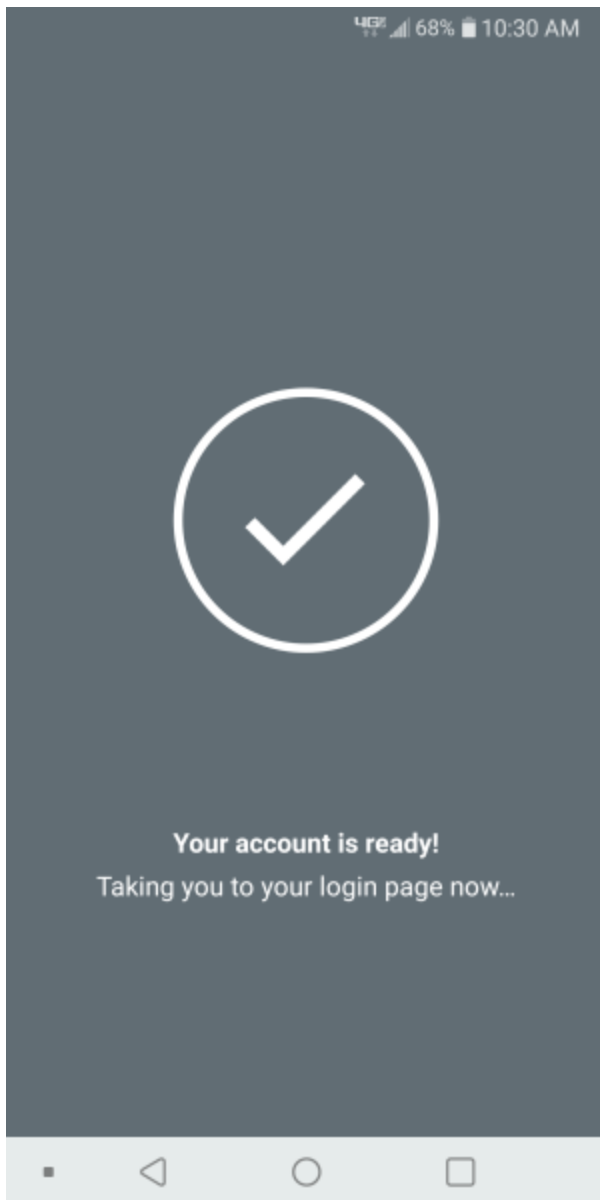
Setup and Email Verification

The first time you open *Chrome River*, you will be required to verify your email address. This step must only be completed once; the next time you launch the app, you will be taken directly to the login page.

1. Enter the primary email address associated with your Chrome River account, then tap **GET STARTED**.



2. Once your email has been verified, you will be redirected to the login page.



SSO LOGIN

If your organization uses a Single Sign-On service like Octa, OneLogin or Microsoft, you will be taken to that login screen when you open *Chrome River*.

To log in, use the credentials provided by your organization for authentication with your Single Sign-On provider.

Username

☐ Remember my username

Continue

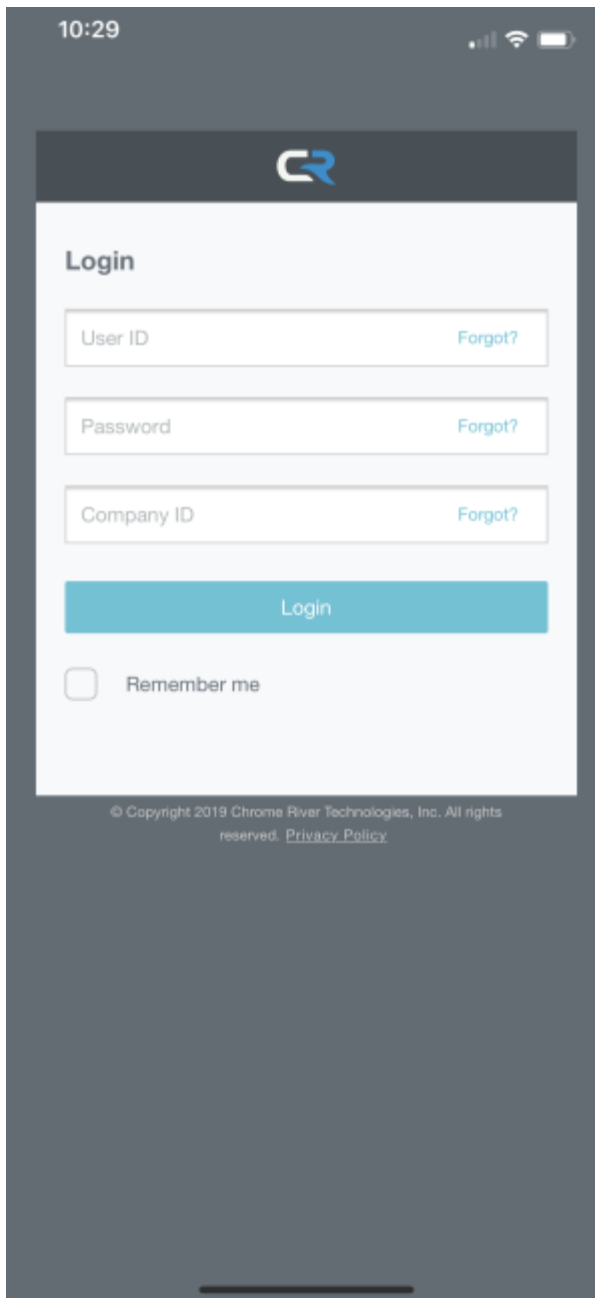
[Forgot Password](#)

Powered by OneLogin | [Terms](#) | [Privacy Policy](#)

STANDARD LOGIN

If your organization does not use Single Sign-On, you will be taken to the standard Chrome River login screen.

To log in, use your Chrome River user ID, password and company ID.



10:29

CR

Login

User ID [Forgot?](#)

Password [Forgot?](#)

Company ID [Forgot?](#)

Login

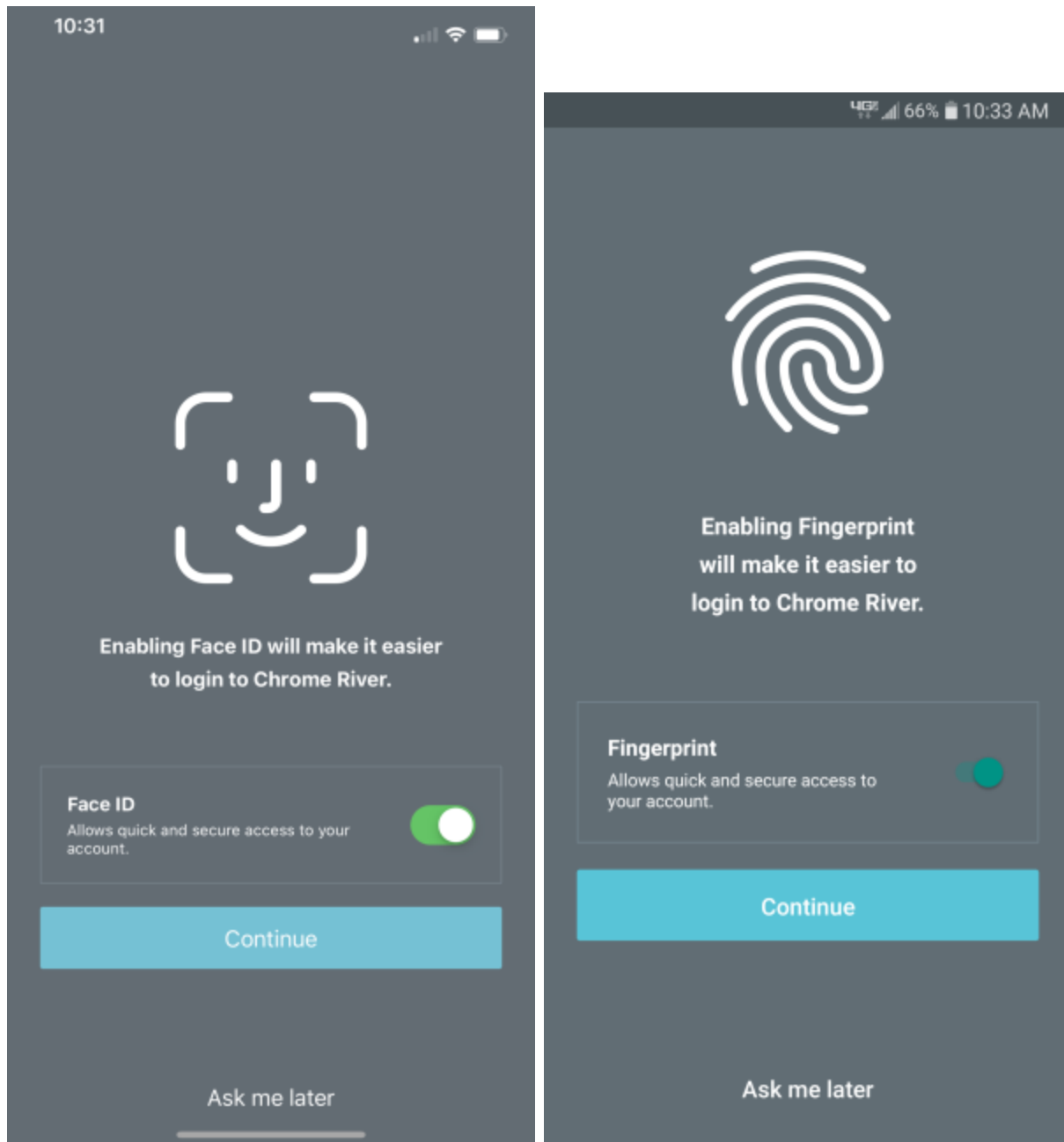
☐ Remember me

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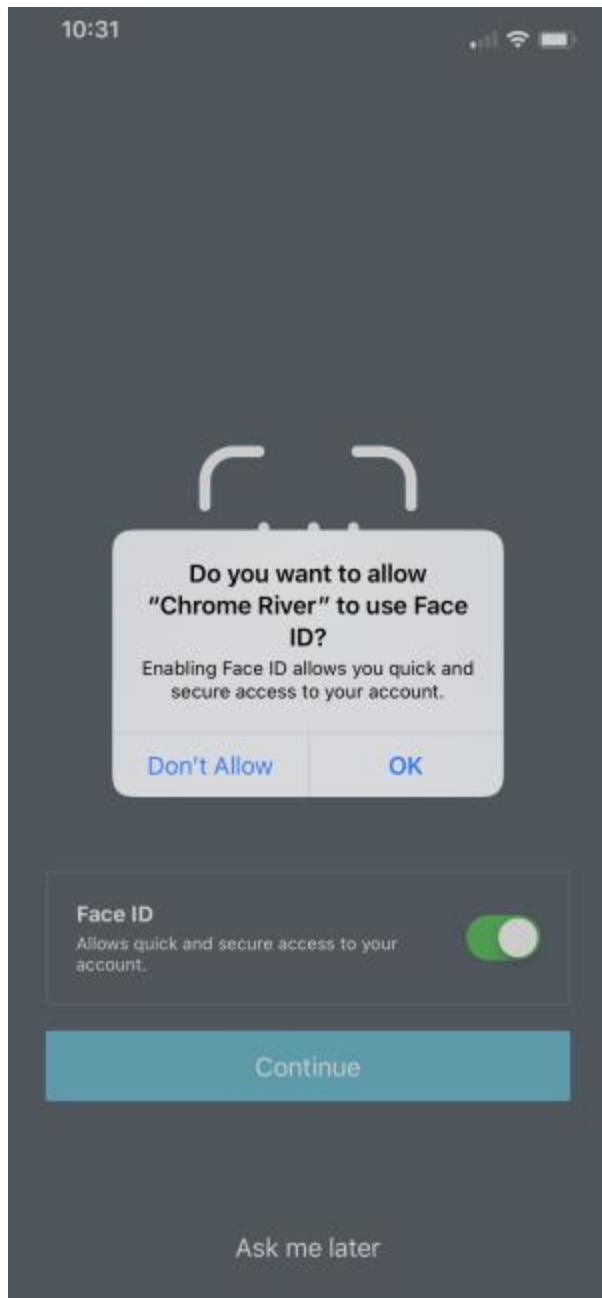
Enable Biometric Login

If your organization does not use SSO, you will be asked to enable biometric identification the first time you log in via *Chrome River*. If you enable biometrics, you will not need to check the Remember Me box on the login screen, nor will you need to enter your password the next time you log in. Instead, you will simply give your fingerprint (Android and iOS) or use Face ID (iOS).

1. Make sure the biometric selector is on, then tap **CONTINUE**.

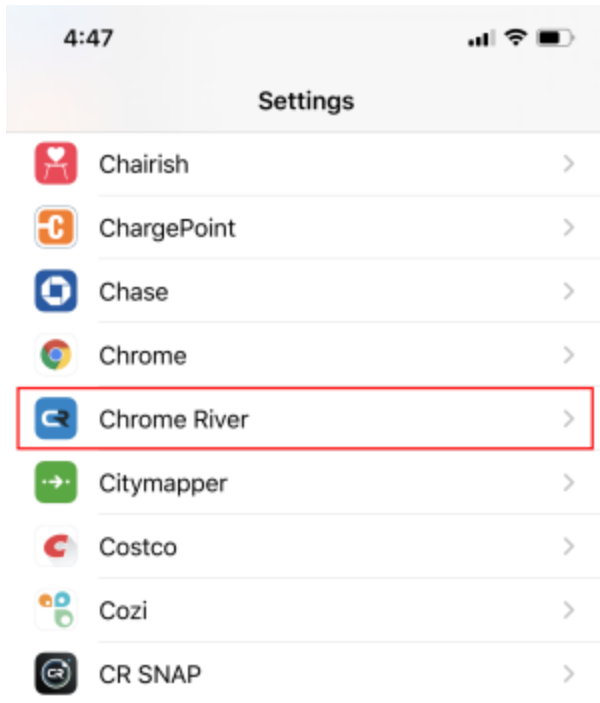


2. Your device will prompt you to confirm the use of biometrics. Tap **OK**.

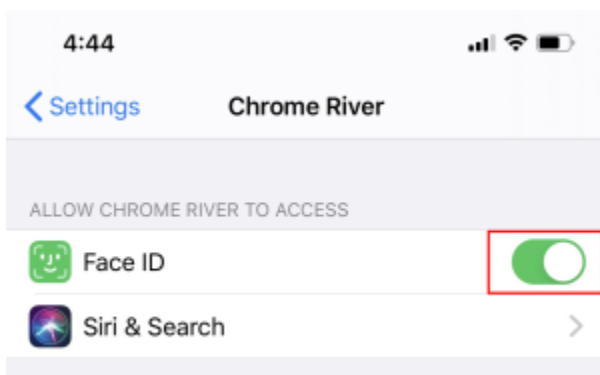


If you turn off the biometric toggle or tap **ASK ME LATER**, you will not be able to use biometric login with Chrome River until you enable it in the Personal Settings tab of your Chrome River Settings. Apple users will also need to enable biometrics in their device settings. If you are an Android user, skip to Step 3.

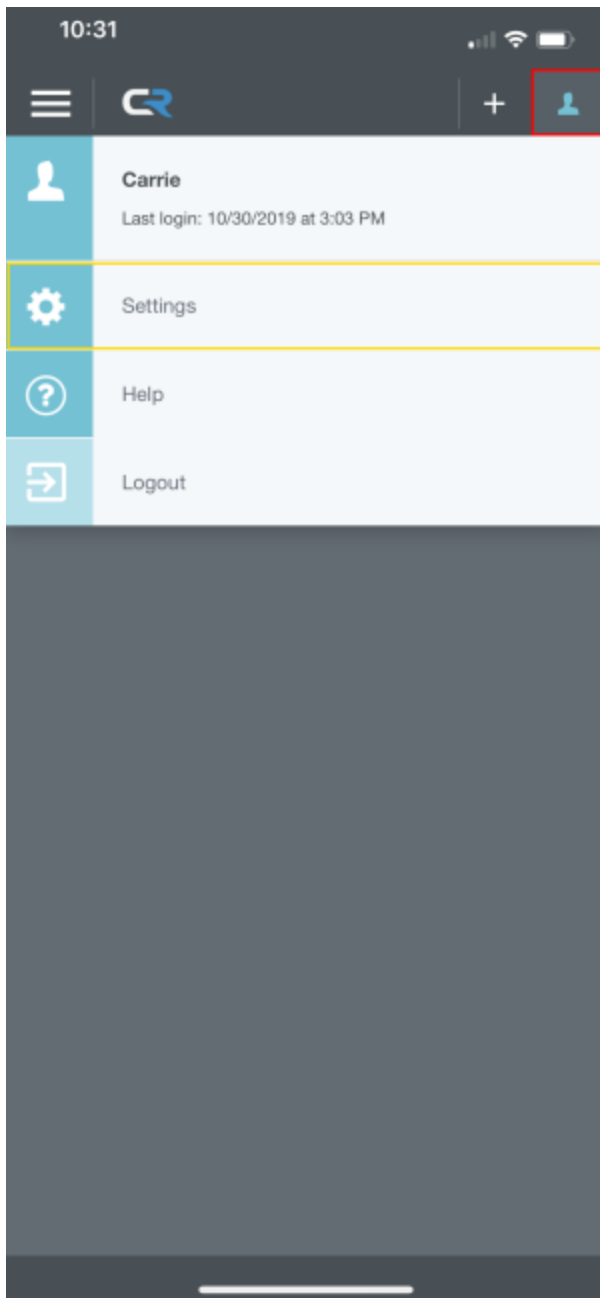
1. Access your Apple device's **SETTINGS** screen, then tap on **CHROME RIVER**.



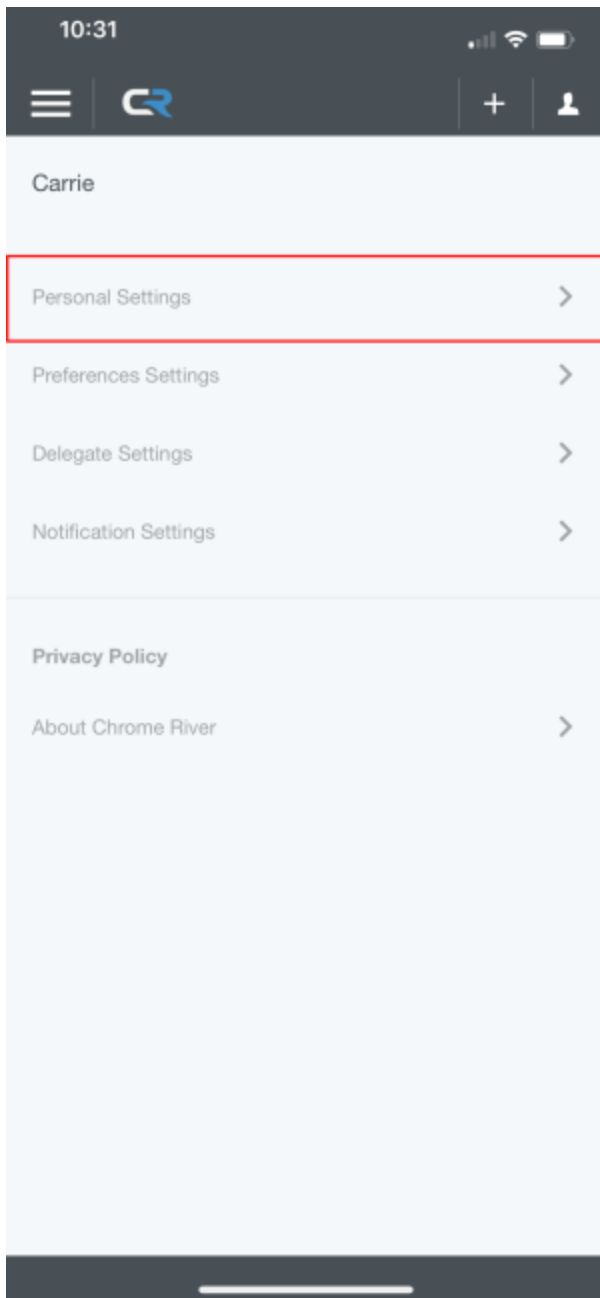
2. Tap the toggle to switch on biometric identification.



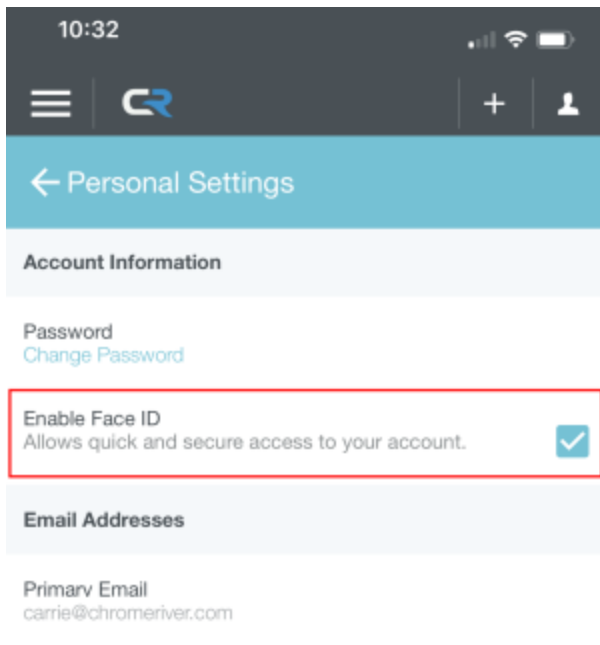
3. Now open *Chrome River* on your Apple or Android device and tap your **USER ICON**. Then tap **SETTINGS**.



2. Tap **PERSONAL SETTINGS**.

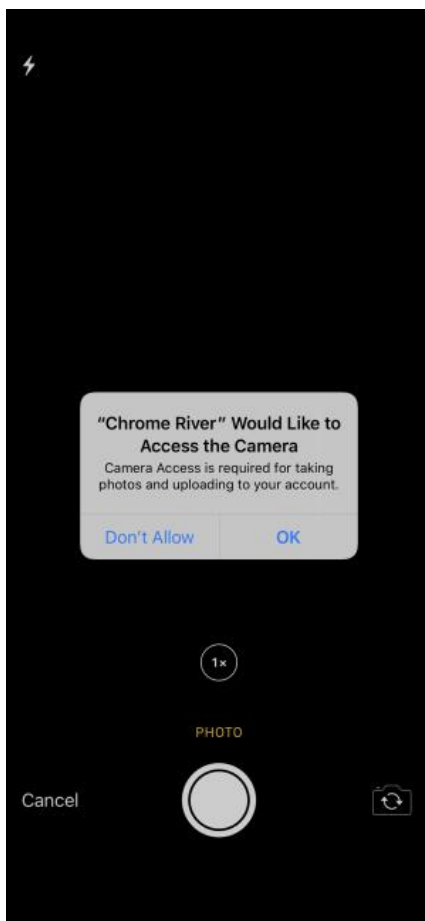


3. Tap **ENABLE FACE ID** or **ENABLE FINGERPRINT**, depending on your device's capabilities.
 - Note that this option is only visible when accessing Settings from the mobile app.



Enable Camera Access

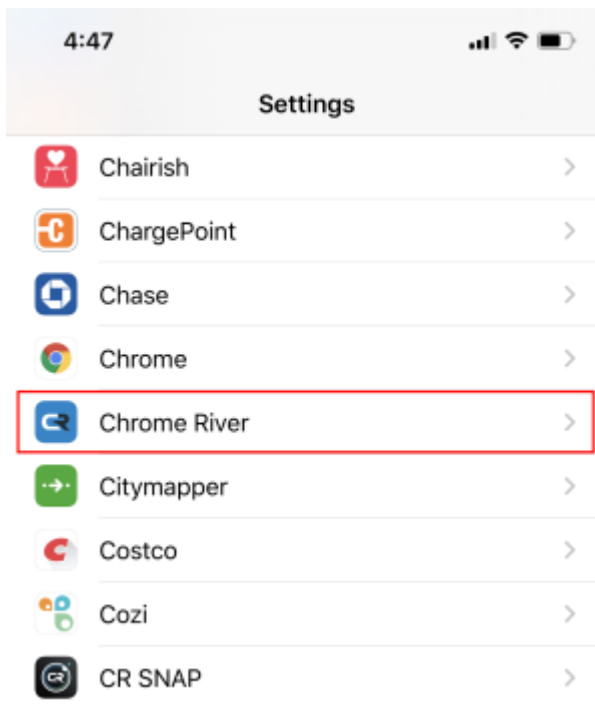
The first time you attempt to upload an image by taking a photo with your device's camera, you will be prompted to allow *Chrome River* to access the camera.



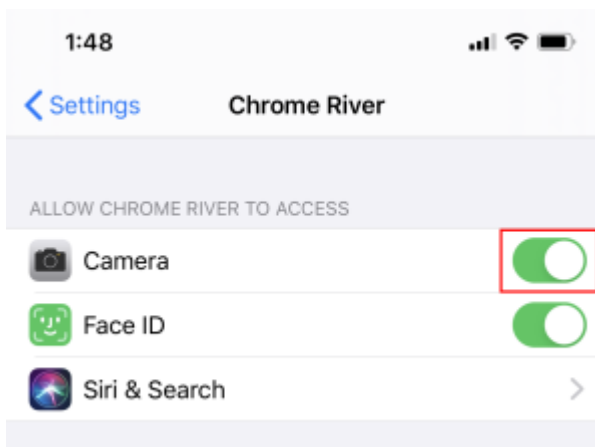
If you tap **DON'T ALLOW**, the camera screen will remain black any time you attempt to take a photo with your device from inside Chrome River. If you later decide to allow *Chrome River* to access your device's camera, follow these steps to enable it.

iOS

1. Access your device's **SETTINGS** screen, then tap on **CHROME RIVER**.

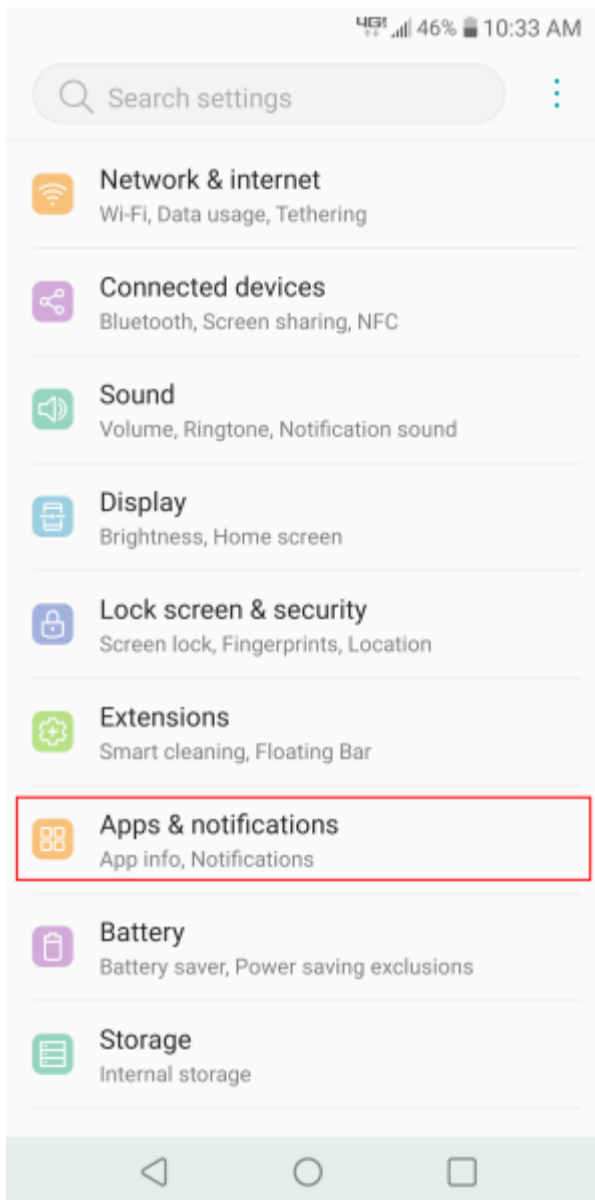


2. Tap the toggle to switch on camera permission.

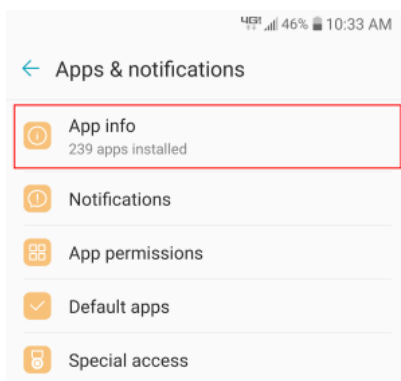


Android

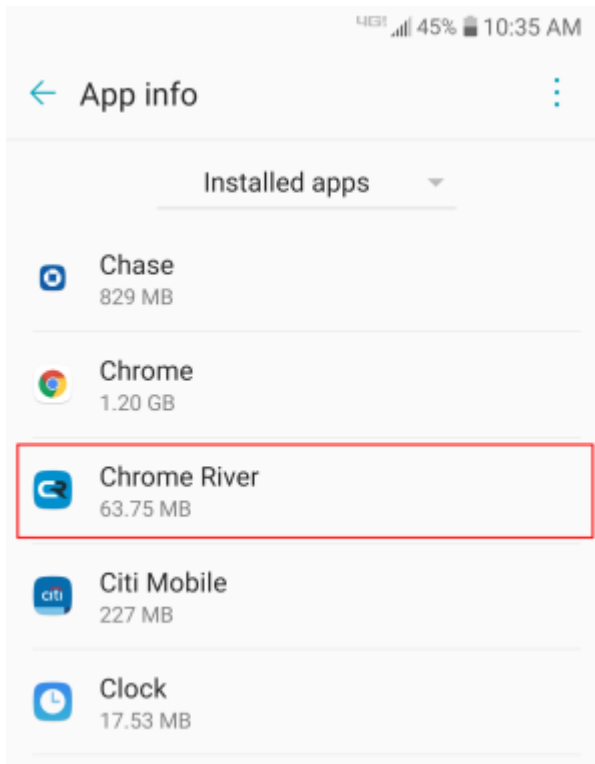
1. Access your device's **Settings** screen and tap **APPS & NOTIFICATIONS**.



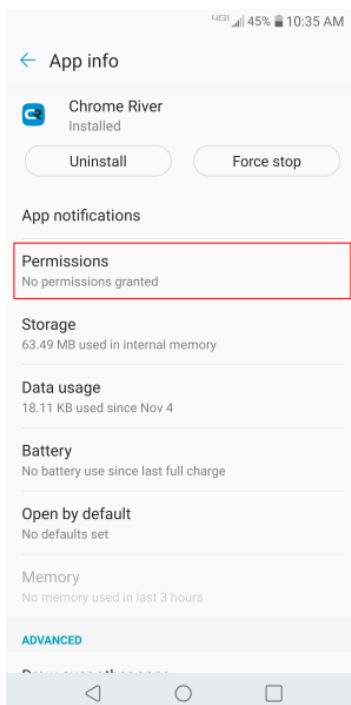
2. Tap **APP INFO**.



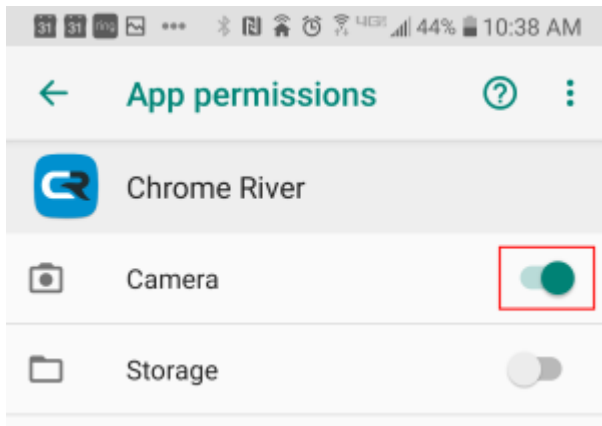
3. Tap **CHROME RIVER**.



4. Tap **PERMISSIONS**.



5. Tap the toggle to switch on camera permission.



Log Out

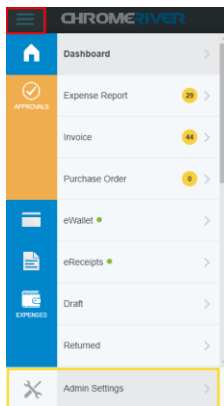
When you log out of Chrome River, you will see this screen. Tap **BACK TO LOGIN** when you are ready to log in again.



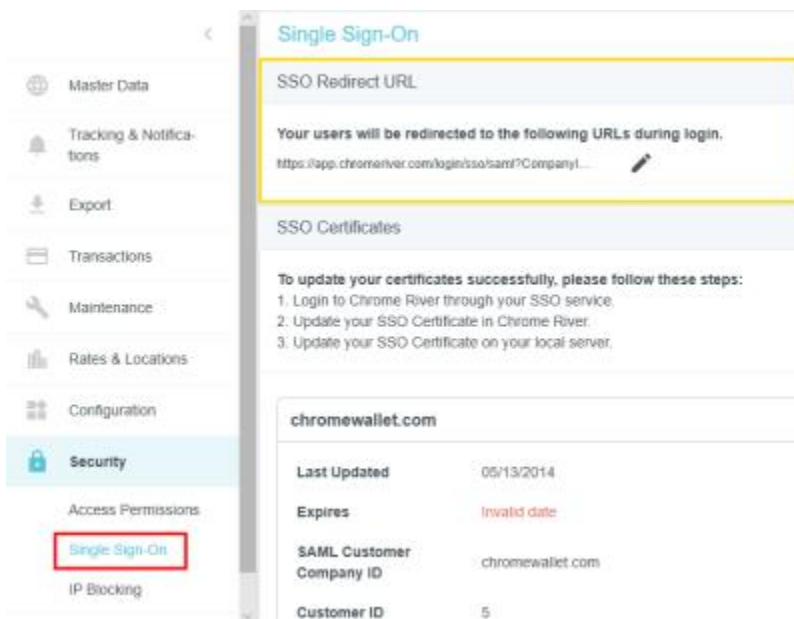
ADMIN: Configure Your Organization's SSO Login Page

If your organization uses Single Sign-On, an administrator will need to be sure that the SSO login page is correctly configured for access via the *Chrome River* mobile application. Complete details on SSO can be found in [Single Sign-On Admin Screen](#).

1. Tap the **MENU** button in the upper left corner, then **ADMIN SETTINGS**.



2. Tap **SECURITY > SINGLE SIGN-ON**.




3. If the **SSO Redirect URL** section already has a URL populated, it is more than likely your organization already has a working SSO login page configured for the *Chrome River* mobile application. **Only update this link if your users are not seeing the correct SSO Login page.**

If the **SSO Redirect URL** section is blank or your users will not be able to access Chrome River via the app, click the pencil icon to enter or edit the URL.

- **Note that all users will need to delete and reinstall the *Chrome River* app once you have made this change.**

SSO Redirect URL

Your users will be redirected to the following URLs during login.

[https://app.chromeriver.com/login/sso/saml?CompanyID=\[piedpiper\]](https://app.chromeriver.com/login/sso/saml?CompanyID=[piedpiper]) 

4. Enter the full URL your organization's users should click to access Chrome River. Note that this may not be the same as the link they are taken to after they click.

- If you have the link bookmarked, edit the bookmark in order to copy the full, original link—**NOT** the link that appears in the address bar once the browser has redirected to your SSO login page.

EXAMPLES

Your organization's SSO will either be IDP-initiated or SP-initiated. Each of these has a unique URL format, and SP has two formatting options. Here are some examples:

- **IDP:** piedpiper.chromeriver.com
- **SP:** [https://app.chromeriver.com/login/sso/saml?CompanyID=\[piedpiper\]](https://app.chromeriver.com/login/sso/saml?CompanyID=[piedpiper])
- **SP:** [https://app.chromeriver.com/login/sso/saml/mercury?CompanyID=\[piedpiper\]](https://app.chromeriver.com/login/sso/saml/mercury?CompanyID=[piedpiper])

5. Click **SAVE**.

SSO Redirect URL

Your users will be redirected to the following URLs during login.

6. Now test the link on your own mobile device by installing—or deleting and reinstalling—the *Chrome River* mobile app and confirming that you are able to log in to Chrome River through your SSO login page.

7. Instruct your organization's users to delete and reinstall the *Chrome River* app in order to access the new URL you entered.