

General FAQs

Q. Chrome River is not working on my browser. What should I do?

A. Clear out your browser's cache (cookies and history) or try a different browser. For help on clearing out your browser's cache, contact the [USI IT Department](#).

Q. Is there a preferred browser for Chrome River?

A. You may use the latest version of the following supported browsers: Google Chrome, Microsoft Edge and Apple Safari.

Q. Can I access Chrome River on my mobile device?

A. Chrome River is a web-based software, and it does not require an app. Log in to Chrome River via your [MyUSI account](#) on your mobile device's browser.

Q. Can students sign in to Chrome River?

A. Students cannot log in to Chrome River unless they are an employee of USI, or an account has been created for them. [Email](#) your Pre-Approval questions to USI's Chrome River Helpdesk. This box is monitored by [Travel Procurement](#) and [Accounts Payable](#).

Q. How do I convert an email to a PDF?

A. See the steps below (applies to Microsoft Outlook only):

1. Open the email message you want to save as a PDF.
2. Click on the File tab in the email.
3. Find and select Print.
4. Locate the Printer drop-down menu and then choose Microsoft Print to PDF.
5. Click Print.
6. Choose a folder, in the Save Print Output As box, and enter a file name.
7. Click Save.

Q. How do I convert a webpage to a PDF?

A. Open your preferred browser. In the Search box, type "Convert a webpage to a PDF". Follow the instructions. You can also contact the [USI IT Department](#) for assistance.