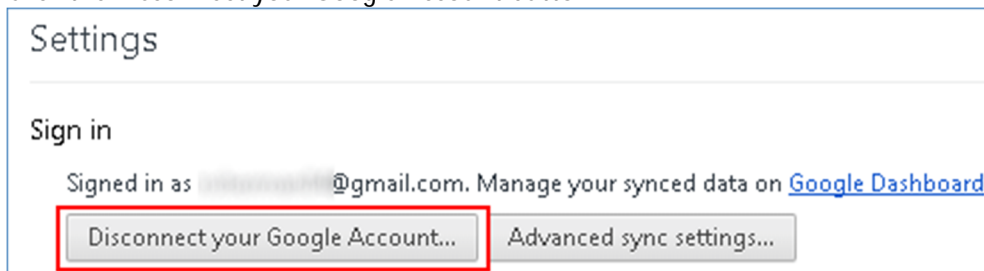


ADFS/Google Chrome Cached Password Fix

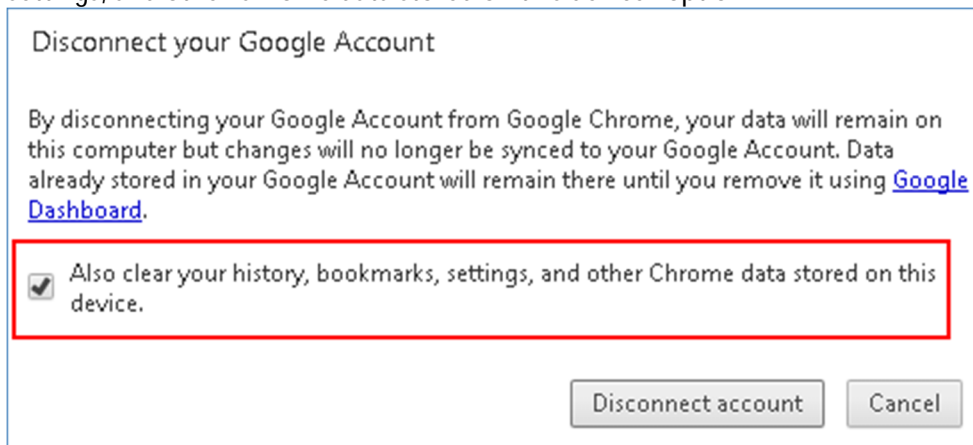
Through researching and testing, we determined the source of the Google Chrome login issues to be the password management & sync feature in Chrome. If a user is signed into Chrome with their Google account and they have stored a password for their UTAD account in Chrome on other devices, Chrome will attempt to use that stored password and the ADFS login page will refresh instead of authenticating.

[Google is aware of the issue and a fix is being developed](#). Until the Chrome developers finish this fix, the work around is to have users disconnect their Google account from Chrome.

1. Go to [Chrome's Settings page](chrome://settings/) (chrome://settings/).
2. Click the Disconnect your Google Account button.



3. On the Disconnect your Google Account window, select the "Also clear your history, bookmarks, settings, and other Chrome data stored on this device" option.



4. Click the Disconnect account button and the Google account will be logged out.
5. Logging into AthenaHealth, Rocket Email, Office 365 Services, Selectica, or any other federated application should complete successfully.

If the user needs the bookmarks they have stored in their Google account, they can try to log back into Chrome with their Google credentials to reconnect their Google account to Chrome. I was able to successfully log into Rocket's Mail after reconnecting my Google account to Chrome, but this hasn't been tested widely enough yet. If you have users that reconnect their Google accounts to Chrome and cannot log in to federated applications at UT, let us know and we'll look into the issue.