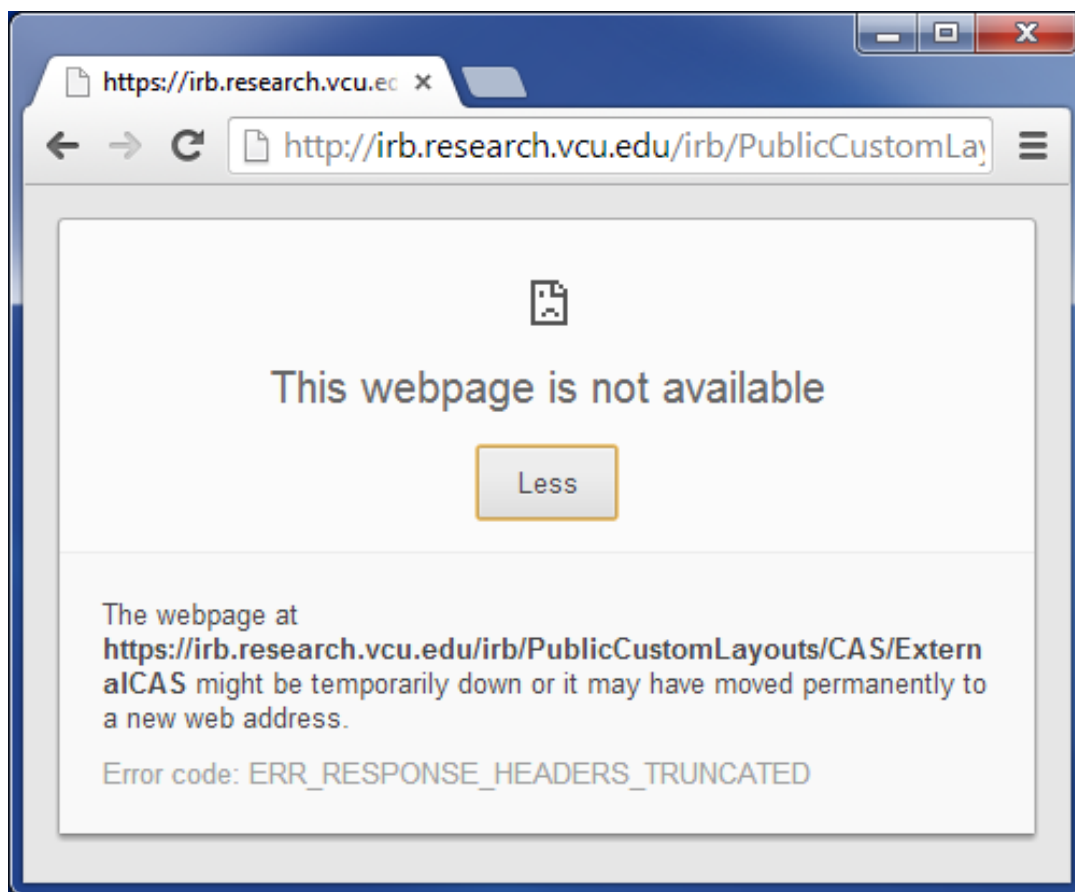


## Google Chrome v28 CAS Login Workaround for VCU Office of Research Supported Click Commerce Systems (IACUC, IRB, AIRS, and VITALS)

Access to the Office of Research supported Click Commerce systems have been impacted by the upgrade to the newest version of Google Chrome (v28.0.1500.63+). When navigating to any of these systems ([IACUC](#), [IRB](#), [AIRS](#), or [VITALS](#)) the user will be told the webpage is not available even if it is. If you click for more information, you will receive an error message stating:

The webpage at [system website] might be temporarily down or it may have moved permanently to a new web address.

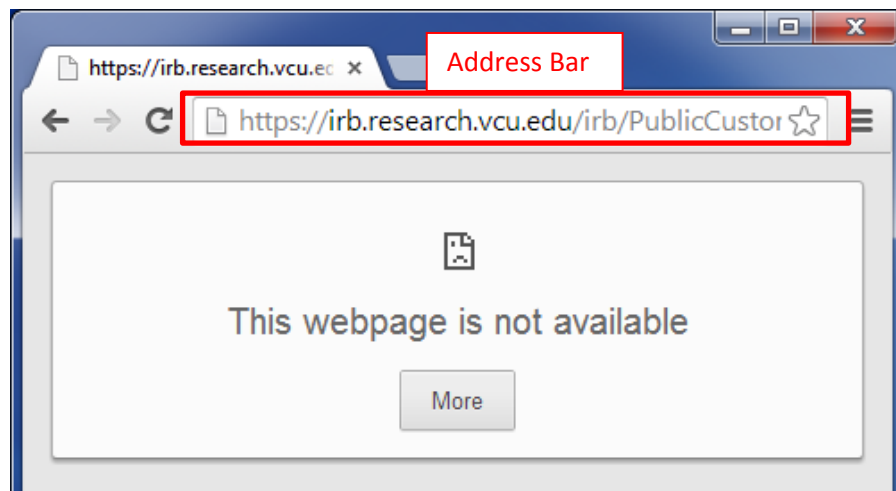
Error code: ERR\_RESPONSE\_HEADERS\_TRUNCATED



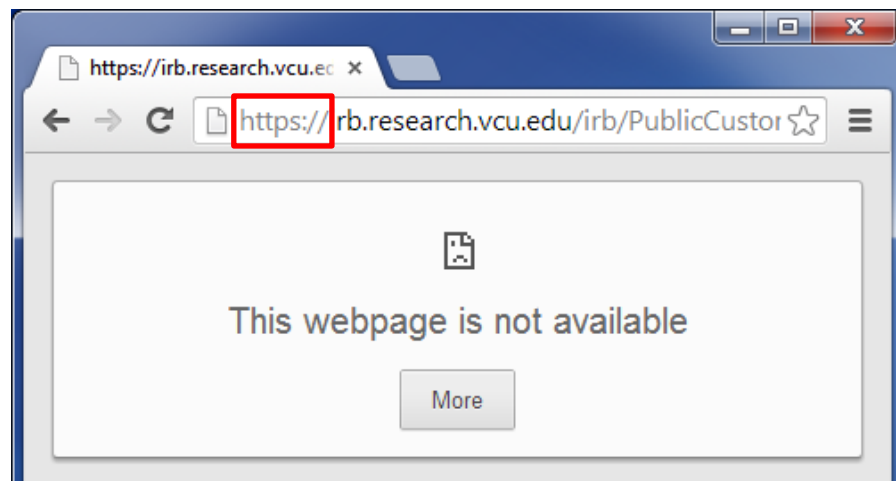
The Office of Research Information Systems group is exploring all avenues to fix this issue, but in the meantime suggests the following workaround:

In the window that you receive this error, take the following steps:

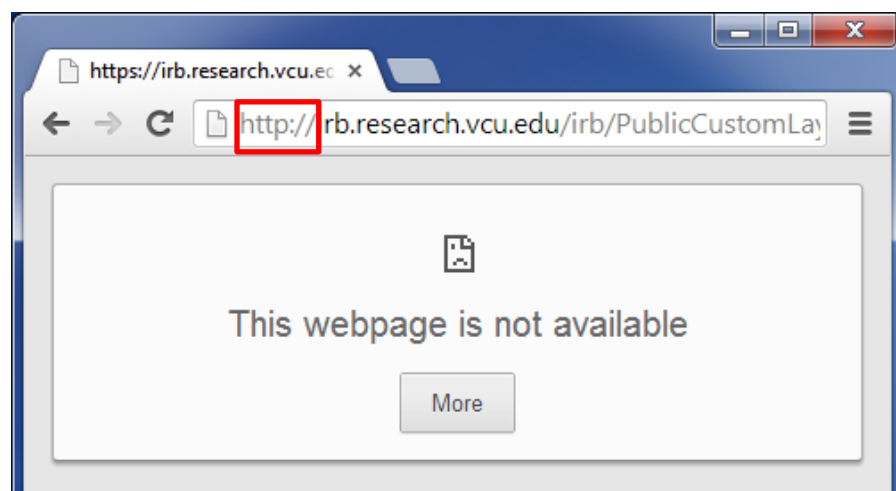
1. Click on the Address Bar at the top of the screen



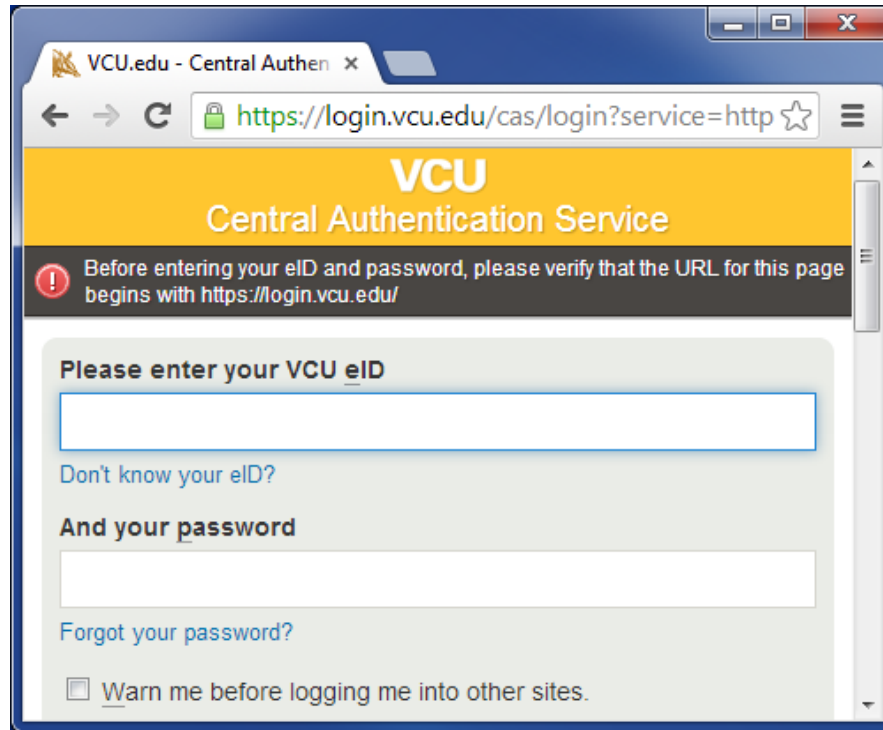
2. Find the beginning of the address where it states *https://*



3. Remove the letter S in *https://* and change the address to *http://* then press enter



You should be re-directed to the Central Authentication Service (CAS) login page if you have not yet authenticated, or if you have authenticated, to the first page of the Office of Research system you were attempting to access.



VCU.edu - Central Authen x

← → ↻ <https://login.vcu.edu/cas/login?service=http> ☆ ≡

## VCU Central Authentication Service

⚠ Before entering your eID and password, please verify that the URL for this page begins with <https://login.vcu.edu/>

**Please enter your VCU eID**

[Don't know your eID?](#)

**And your password**

[Forgot your password?](#)

☐ Warn me before logging me into other sites.

We hope to resolve this issue soon; however a timeline is not currently available. Please contact [ERAHELP@vcu.edu](mailto:ERAHELP@vcu.edu) with any questions regarding this issue.