

Workaround: Completing Reacts account creation

The Reacts Project Team has discovered an issue where users are receiving a "permission error" or are receiving an "invalid credentials" error when attempting to log in to Reacts for the first time after completing their Reacts account.

But wait! I completed my account correctly, what is happening? You are right! You did complete your account as instructed; **however**, when you click "Join now", your computer may automatically default to another internet browser (ie. Internet Explorer or Safari). Unfortunately accounts cannot be created in any browser but Google Chrome.

Below is a workaround to ensure your account completion is successful.

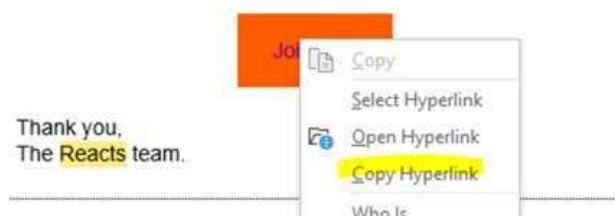
Please follow below if you are:

- A. Experiencing this error **OR**
- B. You have not created your account yet.

A. Help! I am receiving "permission error" OR "invalid credentials"

1. Please email KHSC.ClinicRegistrationAssistance@KingstonHSC.ca to resend your invitation for Reacts
2. Once you receive your invitation, right click the "Join Now" button and click 'Copy Hyperlink'
You should see this:

Visit our ["Getting started"](#) section to learn how to get ready to use the application



3. Search and launch Google Chrome



4. Right click the address bar and click 'Paste' OR 'Paste and go to'

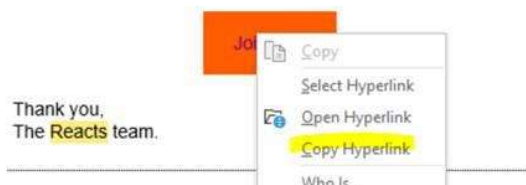


5. Complete the Reacts registration once the web page has loaded

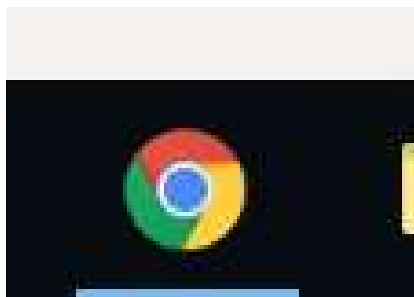
B. I have not created my account yet

1. Once you receive your invitation, right click the "Join Now" button and click 'Copy Hyperlink' You should see this:

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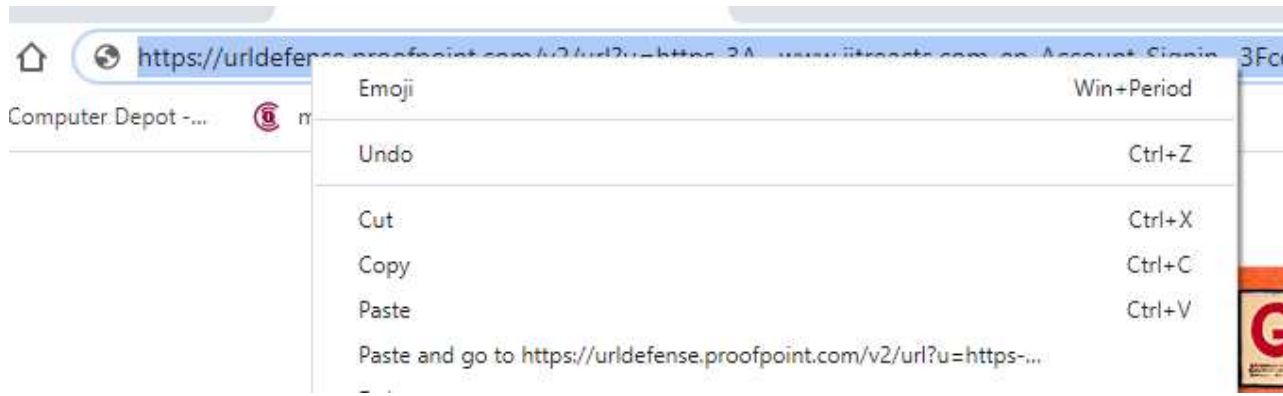


2. Search and launch Google Chrome



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3. Right click the address bar and click 'Paste' OR 'Paste and go to...'



4. Complete the Reacts registration once the web page has loaded!

*If you still require any assistance with completing your Reacts account, please contact:
KHSC.ClinicRegistrationAssistance@kingstonhsc.ca*